

REGULATOR OF SOCIAL HOUSING ROLE PROFILE

Role	Referrals & Regulatory Enquiries Advisor	Directorate	
Reports To		Section	
Post Reference		Grade	Hay Grade 14

Purpose of the Role

The RRE team are responsible for responding to enquiries, complaints and referrals from a wide range of stakeholders, covering the entire range of the RSH's business. As an RRE Advisor, you will be expected to deliver an effective, first-class enquiries service.

The purpose of the role of RRE Advisor is to respond to inbound queries, where possible resolving issues on first contact, or ensuring appropriate follow up actions are put in place. You will ensure enquiries and referrals are accurately addressed, and be motivated to meet our quality and published service standards.

The RRE Advisor has a key role in supporting the delivery of our reactive engagement. In doing so, you will ensure the regulator's processes and procedures are correctly followed, making proportionate, evidenced-based decisions on which referrals are to be escalated to the next stage in our regulation processes, and ensuring responses meet quality and timeliness expectations.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Provide the central point of contact for dealing with all regulatory enquiries, complaints and referrals received from a wide range of external stakeholders including tenants and tenant groups, Councillors and Members of Parliament, and registered providers.
2. Ensure that all enquiries and complaints are dealt with promptly and in accordance with RSH's service and quality standards, so that inbound queries are resolved on first contact with the customer and/or appropriate follow-up actions are put in place.
3. Respond to all enquiries in a positive, polite and professional manner, ensuring that a customer-focused service is provided at all times, and ensuring that responses are in line with our internal policies and procedures. Where appropriate, that will include making reasonable adjustments for those who require a different approach.
4. Manage own caseload of referrals, ensuring that decisions on which cases to escalate are taken in a timely, consistent and evidence-based way, and that responses to tenants are issued in line with our service standards.
5. Support the wider work of the Regulatory Engagement Directorate, providing insight and challenge to ensure our decisions are consistent, robust and in line with our statutory regulatory remit.
6. Maintain accurate records of all enquiries, complaints and referrals received, ensuring accurate capture of issues raised and ensuring a full audit trail of decisions is kept in the RSH's case management system.
7. Proactively keeping up to date with RSH guidance and wider housing policy to ensure accuracy and completeness of advice provided.
8. Develop and maintain a broad knowledge of RSH's business and the way its operations are organised and delivered, in order to most effectively source the correct information required to respond to enquiries and enhance the service to customers as well as to regulation colleagues.

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9. Ensure that knowledge and intelligence gathered by RRE staff is shared across the ~~and the~~ RSH as appropriate.
10. Contribute to the production of management reports to inform the business of trends and issues captured as part of the enquiries, complaints and referrals processes.
11. Support the collation of feedback in respect of consultation activity ensuring that accurate records are maintained and made available to regulation and policy staff as required.
12. Support the delivery of cross functional RSH projects in line with the RSH's corporate objectives as required.
13. To work within RSH policies, practices and values at all times.

Working Relationships and Contacts

External Relationships:

- Members of the public
- Housing Associations, Local Authorities, other Government Departments and housing-related organisations
- Elected Members and portfolio holders, Tenant Panel representatives, Members of Parliament, Other organisations able to make a referral to RSH yet to be defined

Internal Relationships:

- Colleagues across the Regulator, including those in Tenant Engagement, Regulatory Engagement and Business Intelligence teams.

Role Requirements

Qualifications, Knowledge, Skills & Experience:

- Excellent communication skills, able to communicate effectively orally and in writing; prepare concise, clear responses; use tact and diplomacy at all times and able to deal with challenging people situations
- Ability to exercise a degree of judgement and interpret RSH guidance on what constitutes a referral
- Sound administrative skills, experience of administrative systems and procedures and of interpreting policies in implementing procedures
- Experience and/or knowledge of the housing sector is desirable.
- Experience of operating in a contact centre environment is desirable.
- Ability to build effective relationships and work across team boundaries in a joined up way
- Ability to adapt to changing circumstances and work flexibly
- Ability to develop understanding of the diverse needs of affordable housing tenants and a personal commitment to the importance of diversity issues across the work of RSH

General Responsibilities

- To adhere to the RSH's Equality and Diversity and Equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with the RSH Data Protection Policies and adhere to the RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected