RSH ROLE PROFILE

Role	Registry and Notifications Supervisor	**Directorate**	Regulatory Engagement
Reports To	Registry and Notifications Manager	**Section**	Registrations, Notifications and Small Providers
Post Reference		**Grade**	Hay Level 16

Purpose of the Role

The Registry and Notifications Supervisor is responsible for the effective management and delivery of the registry function team and ensuring the statutory register of providers is accurate and meets all the regulator's statutory obligations.

The role provides expert technical advice and support to ensure effective development, management, and delivery of the processes underpinning the registry function including registrations, deregistrations, notifications and the submission of annual accounts to ensure they support and inform effective regulatory activity.

Main Duties and Key Accountabilities of the jobholder

1. Manage the statutory register of social housing providers, ensuring its accuracy at all times, meets statutory obligations, and its consistency with a range of external information sources.
2. Manage and maintain the systems supporting the statutory register and its public availability in line with statutory responsibilities and the regulator's policies, ensuring the latter remains fit for purpose.
3. Assess and make recommendations for regulatory action to be taken where registered providers (RPs) have not met requirements to notify the regulator of changes impacting on the statutory register.
4. Manage the secretariat function for the Registration Advisory Committee (RAC), including producing papers where necessary, ensuring agendas and papers to members are circulated and that formal minutes are produced.
5. Manage the receipt of RP's annual accounts to ensure they are complete and logged in good time to enable delivery of key regulatory activity. Encourage submission of accounts through chasing activities in line with agreed policies and recommend appropriate regulatory action where annual accounts are not received.
6. Manage and maintain the notification processes and systems ensuring the regulator's statutory objectives are delivered.
7. Provide operational and strategic insight by reporting on and performing analysis of the registry function (including notifications) to support regulatory strategy.
8. Keep all registry systems under review to ensure efficiency and effectiveness for the team and wider organisation. Identify opportunities for improvement, develop those and ensure they are delivered as agreed
9. Provide quality assurance for all records and outputs associated with updates to the register and other registry functions.

10. Act as a source of expertise for all aspects of the registry function.
11. Develop and maintain the regulator's internal and external guidance in relation to statutory register functions and notifications ensuring it is consistent with statutory objectives, obligations and relevant policy.
12. Lead the team that operates the registry systems and process and ensure activity is planned and delivered efficiently and effectively to agreed quality standards.
13. Oversee the management of the team mailbox and take responsibility for more complex queries.
14. Ensure that all work in relation to the statutory register and notification systems incorporates planned communications activity that is undertaken effectively in collaboration with internal and external communications teams
15. Manage team members in line with RSH performance management policy and practice, ensuring that they fully contribute to the work of the Directorate, and that effective arrangements are in place for their support and development.

Working Relationships and Contacts

Internal Relationships:

- RSH Executive Team and RSH Board in relation to the provision of papers on policy on and/or the development of the work areas relevant to the role
- Internal teams: Regulatory Engagement, Assurance and Business Intelligence, Data Protection, Information Access and Complaints, Referrals and Regulatory Enquiries and Investigation and Enforcement – providing information and advice on the registry and notifications function
- Legal team – identifying the need for and scope of legal advice.
- Registration Advisory Committee

External Relationships:

- Charity Commission, Financial Conduct Authority, Companies House, Regulator of Community Interest Companies, Land Registry, Homes England, Greater London Authority and Housing Ombudsman Service
- Professional Advisors, including lawyers
- Registered Providers
- Applicants for registration

Role Requirements

Qualifications, Knowledge, Skills & Experience:

- A strong track record in managing and using data systems and ensuring quality control checks are put in place
- Strong technical regulatory knowledge and understanding (or ability to develop knowledge and understanding) of and commitment to the RSH's regulatory approach
- A strong track record in systems and process management and development
- Ability to manage and motivate a geographically dispersed team
- Strong technical regulatory knowledge and understanding (or ability to develop knowledge and understanding) of and commitment to the RSH's regulatory approach
- The ability to effectively manage conflicting priorities to enable delivery of work in an

efficient and timely manner

- Understanding (or ability to develop knowledge) of governance, registration, deregistration and constitutional policies and processes and ability to use this to deliver practical solutions.
- Ability (or ability to develop knowledge) to understand and analyse legislation and legal documents
- Self-starting with an ability to plan and manage your own workload, as well as manage the input of others to meet deadlines
- Good interpersonal skills enabling you to work flexibly to deliver across a range of teams in different locations as well as working with people at all levels of seniority
- Ability to adapt to changing circumstances and work flexibly
- Able to demonstrate an analytical and meticulous approach to tasks, and attention to detail.
- Good IT and data systems skills, and the ability to keep skills in this area up to date.

General Responsibilities

- To adhere to RSH's Equality and Diversity and Inclusion 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 Polices and adhere to the RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected