

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Assessment Officer	Directorate	Regulatory Engagement
Reports To	Senior Assessment Manager	Section	
Post Reference	HR complete	Grade	17

Purpose of the Role

The Assessment Officer role will be responsible for working directly with providers to deliver frontline regulation. The postholder will work as part of the regulator's front line assessment team, working directly with a wide range of stakeholders, as well as supporting team members in their engagement with stakeholders to gain assurance of compliance with the regulatory standards.

The Assessment Officer will provide a first class service to all stakeholders who contact the regulator. The role will involve carrying out analysis of referrals and engaging with stakeholders to identify issues of regulatory concern and escalating them appropriately for regulatory action. They will also be responsible for ensuring we are clear and transparent with stakeholders about the regulatory decisions we have taken, including decisions not to escalate issues.

The Assessment Officer will carry out our initial responsive engagement with registered providers – both private and local authority – to assess and respond to issues and concerns and to ensure the appropriate escalation of cases where the evidence suggests a potential breach of our standards. The postholder will manage a varied caseload of reactive provider engagement.

The Assessment Officer will develop their own personal learning and skills to ensure that delivery of regulation supports the regulator to achieve its purpose and objectives.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Working as part of the regulator's frontline assessment team, ensuring a proportionate and risk-based approach is taken in line with corporate policies and procedures and to agreed service and quality standards. The postholder will ensure we take appropriate decisions about which cases should be escalated further, ensuring robust, evidenced-based decision-making on those cases.
2. Ensure effective reactive regulation of registered providers – both private and local authorities. The postholder will engage directly with registered providers to obtain assurance of compliance in more straightforward cases. Using that evidence and assurance to make robust and consistent regulatory decisions.
3. Working with the frontline Regulatory Referrals and Enquiries team, supporting them to provide a first class service to stakeholders.

Main Duties:

4. Work closely within the regulator's frontline assessment team to provide a first class service to people who contact the regulator. Providing technical support and guidance to the team to allow them to answer enquiries to the regulator promptly and effectively, and in line with service and quality standards.
5. Carry out assessments of referrals made to the regulator and recommend the next steps for our engagement with the registered provider. Work with senior regulators to carry out follow up engagement as appropriate.
6. Considering the evidence obtained through regulatory engagement, carry out analysis and work with senior regulators to reach a view on the level of assurance we have on registered providers'

Main Duties and Key Accountabilities of the jobholder

- compliance with the regulatory standards and make recommendations on judgements and further engagement to senior staff.
7. Being transparent about our regulatory conclusions across wide range of stakeholders. This includes responding to referrals and enquiries from stakeholders explaining our regulatory decisions.
 8. Managing contact from a wide range of stakeholders, including tenants and tenant groups, registered providers, councillors and MPs, and other statutory bodies, including the Housing Ombudsman. Ensuring that all referrals are assessed fairly, and to agreed quality and service standards.
 9. Working with, and participation in, advisory and reactive engagement panels to make regulatory recommendations and to ensure consistency in regulatory approaches and outcomes.
 10. Ensuring that corporate approaches to quality assurance and control are consistently applied and that all outputs meet agreed quality and service standards. Use casework and regulatory engagement on agreed cases to ensure that any learning is applied to the continuous improvement of our regulation.
 11. Ensure accurate and timely recording of decisions to enable effective evidencing of the outputs and outcomes of the Regulatory Engagement Directorate's work.

Working Relationships and Contacts

External Relationships:

- Tenants of registered providers and their representatives
- Recognised tenant groups
- Registered providers of social housing – including private registered providers and local authorities
- Other statutory bodies and regulators including the Housing Ombudsman, Care Quality Commission and Building Safety Regulator.

Internal Relationships:

- Regulation staff including the Referrals and Enquiries team, senior regulators and other operational teams.

Core job skills

Qualifications, knowledge, skills and experience

- A sound understanding of the regulator's role with relevant housing sector experience (for example in governance, risk management, landlord services or tenant engagement) or comparable experience in another regulatory environment.
- Experience of delivering results in a regulatory, tenant/consumer or assurance-based environment
- Demonstrable track record of engaging effectively and meaningfully with a broad range of stakeholders, including diverse groups of tenants and/or consumers to deliver effective, high quality services that meet identified needs.
- Ability to evaluate how organisations have applied the principles of good governance and risk management and the risk environment in which providers operate
- Strong analytical and evaluation skills, with ability to exercise sound professional judgement and reach conclusions

Core job skills

- Experience of managing credible relationships with providers at senior levels
- Experience of handling complex and contentious issues with stakeholders in a tactful but robust manner
- Strong oral and written communication skills effective for a wide range of audiences
- An ability to manage a wide portfolio of work, working to competing deadlines and take steps to prioritise work based on risk.
- An understanding and commitment to the co-regulatory approach to regulation.
- The ability to work across team boundaries in a joined-up way
- Able to meet targets, working to service and quality standards

General Responsibilities

- To adhere to 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 RSH Data Protection Policies and adhere to RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.