

## REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

<b>Role</b>	Head of Programmes and Projects	<b>Directorate</b>	Finance and Corporate Services
<b>Reports To</b>	Assistant Director Corporate Services	<b>Section</b>	Corporate Services
<b>Post Reference</b>		<b>Grade</b>	19

### Purpose of the Role

As a member of the Extended Leadership Group, to act as a role model within the Regulator of Social Housing and to contribute collaboratively and constructively to the overall leadership of the Regulator.

This role reports to the Assistant Director Corporate Services with a focus on the delivery of diverse projects (including policy, procurement, HR, Digital and organisational change) and effective management of the programme and project management framework; this involves establishing and maintaining effective processes to manage, control and deliver a range of projects.

The role is responsible for leading the regulator's programme and project management function, ensuring that the regulator's approach is in line with good practice, government guidelines and is adapted to suit the organisational ways of working to support the effective delivery of the regulator's fundamental objectives.

The role leads a team of project managers and PMO support to deliver a central Project Management Office, providing resource, subject matter expertise, experience and support on projects throughout the organisation. It oversees the delivery of multiple concurrent programmes and projects by the PMO team to deliver the agreed objectives on time and to a high standard, through inclusive team leadership and development of team members.

The role works with the Head of Corporate Services to develop the annual business plan targets and, to provide regular performance reports to the executive and Board, highlighting changes to status and emerging risks.

### Main Duties and Key Accountabilities of the jobholder

1. Maintain a high quality programme and project management framework, identifying and applying continuous improvement in line with best practice, emerging tools and techniques and government standards.
2. Deliver transformational programmes and projects, monitoring and ensuring their progress, resolving issues and recommending and ensuring appropriate corrective action where needed.
3. Be a senior specialist working with senior leaders as a trusted advisor on all aspects of programme and project management.
4. Ensure the overall integrity of programmes and projects across the organisation, focusing on the internal consistency of approach, appropriate governance and identifying interdependencies to maximise resources and deliverability, including through governance groups such as the Project Advisory Group.
5. Manage the central PMO function and resources to provide expert advice, expertise and support across all of the organisational directorates, including developing and delivering specialist PPM training to colleagues at all levels of the business to build organisational capacity, capability and confidence in programme and project delivery.

### Main Duties and Key Accountabilities of the jobholder

6. Develop and manage relationships with external delivery partners, and manage the cost, quality and timeliness of their input into RSH programmes and projects to deliver successful outputs and outcomes.
7. Monitor performance of the timebound activity against Business Plan targets, providing Regulation Executive Team and RSH Board with accurate, timely and robust advice on all aspects of performance, highlighting variances, risks and issues.
8. Develop and maintain productive relationships with key stakeholders across F&CS and the wider RSH to facilitate the delivery of organisational programmes and projects.
9. Work across organisational boundaries to ensure that RSH objectives are delivered in a cohesive and collaborative way in line with organisational values and behaviours.

### Working Relationships and Contacts

#### External Relationships:

- Stakeholders relating to specific programmes or projects

#### Internal Relationships:

- Governance groups including Board, Regulation Executive Team and Senior Leadership Group
- Key members of programme/ project groups including board members, project leads and workstream members
- Extended Leadership Group and People Managers' Learning Community
- Staff, particularly Legal, Procurement, Human Resources, Digital, Finance and Corporate Services
- Staff across the RSH working on projects and tasks relating to the core remit of the role

### Role Requirements

#### Qualifications, knowledge, skills and experience

1. Hold a recognised programme/ project management qualification, for example Prince 2, MSP, APM accreditation and experience of proportionate and appropriate use thereof.
2. Proven ability to identify and deliver change in a complex and uncertain environment using programme and project management techniques and methodologies.
3. Experience of working in or leading a PMO and/ or leading multidisciplinary teams across different locations to deliver organisational objectives and drive improvement.
4. Ability to share knowledge and experience effectively and use networking skills to proactively develop strong relationships and work across team and organisational boundaries.
5. Excellent oral and written communication skills including report writing and presenting complex information to a wide range of audiences clearly and concisely
6. Proven ability to effectively plan and prioritise own and team's workload and adapt quickly to changing circumstances.
7. Ability to demonstrate logical and analytical thought processes to get to the core of problems, drawing conclusions and making recommendations.
8. Keeps abreast of emerging thinking and trends relating to the core areas of responsibility through personal research and training.
9. Maintains a good understanding of the strategic issues facing the RSH, internally and externally.

**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.