

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Data Project Manager	Directorate	Strategy
Reports To	Head of Data and Statistics	Section	Business Intelligence
Post Reference		Grade	17

Purpose of the Role

Reporting to the Head of Data and Statistics, the Data Project Manager role fills a critical position in the data team, leading the delivery of, and providing quality assurance for, the annual data collection processes, while coordinating and overseeing the work of others within the team.

Responsible for leading and co-ordinating the RSH data collection processes, and overseeing the design and implementation of surveys, systems and analysis, this role will deliver data and information which underpin operational delivery and will drive the delivery of consistent, quality assured data collection and analytical outputs.

The role involves working closely with colleagues across the RSH, to identify emerging data needs, capture requirements for amendments and additions to survey content and guidance and identifying areas for simplification, data quality improvements and burden minimisation within and across our current data collection suite. The role will also work closely with the Head of Data and Statistics to scope and deliver additional surveys and support processes to ensure RSH continues to secure the data it requires to meet our regulatory needs.

The role will work to streamline and ensure replicability in our testing and analysis, working with and developing others within the team to deliver robust tools and models to deliver quality data and analysis.

The role will provide oversight and quality assurance to the design and implementation of surveys through our technical solution, delivering a robust, structured project management function to ensure technical specifications, testing and survey collections are timetabled, appropriately resourced and delivered to ensure upstream regulatory activity is supported.

The role is a management position, providing direct line management of members of the data team, as well as project management leadership. It plays a pivotal part in shaping and maintaining the regulator's data collection and analytical outputs, ensuring that these are delivered effectively and accurately. The range of these data collections and analytical outputs is likely to change and expand as we review and update our regulatory processes. The role also has some responsibility for oversight and quality assurance of some of the regulator's key statistical publications, working with the Head of Data and Statistics to ensure that the Accredited Official Statistics publications are accurate and meet the requirements laid out in the Code of Practice. As such, the role supports the regulator in discharging its duties to ensure that social housing continues to be available to current and future tenants; that the supply of new homes and wider public benefits are delivered in a way that represents a fair deal for taxpayers; and that social housing tenants get a fair deal.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Lead the delivery of our data collections to support the delivery of high quality, accessible data and analysis for regulation, working with colleagues across RSH to scope requirements and propose technical solutions.
2. Provide line management to members of the data team to deliver high quality and timely data to meet RSH's needs.
3. Provide a lead role in the delivery (and future developments) of the data collection systems at the RSH, working to ensure technical solutions for the collection and analysis of data and information for regulation are as required by RSH and proactively review requirements and approach to implement changes.
4. Lead effective project management and system testing arrangements to ensure the successful and effective delivery of our expanding suite of data collections, reporting and analytical products.
5. Provide and maintain technical expertise in analysis, specifically working to improve reproducible analysis pathways, ensuring quality and replicability in our analysis tools and outputs.

Main Duties:

1. Lead and coordinate the work across the team, in close collaboration with other managers within the team, to establish requirements for all data collection surveys, developing and maintaining relationships with senior internal stakeholders to ensure data collected meets the regulator's needs.
2. Provide line management within the team, ensuring workload is managed effectively across functions to meet deadlines and deliver the quality required. This includes responsibility for performance management and the personal development of direct reports.
3. Manage and coordinate work to turn all data collection requirements into clear technical specifications for the development and delivery (including quality assurance and cleaning) of these in our data collection system and to ensure full testing of delivered solutions are timetabled, resourced and meet these requirements.
4. Support the Head of Data and Statistics to deliver annual and quarterly data collections from registered providers and to develop processes and systems.
5. Provide a project management function, including identification of risks to delivery and proposing mitigation for these, within the wider team to deliver the data collection system and regulatory data collection.
6. Lead the production and dissemination of quarterly and annual data publications and Official Statistics.
7. Confidently communicate with stakeholders both internal and external, including IT systems suppliers, colleagues in the Ministry of Housing, Communities and Local Government (MHCLG) and Homes England and our range of registered providers. This will include the production, timetabling and coordination of communications with registered providers, explaining technical aspects to non-specialist audiences, and ensuring awareness of data collection requirements are disseminated appropriately.
8. Act as technical expert on the team, liaising and coordinating with other analytical teams in RSH, to provide technical solutions for the analysis and reporting of regulatory data, optimising data and system processes, utilising Excel and Power Query and other coding languages and analysis tools such as SQL, R, Python and Power BI, to ensure automation and replicability in our analysis and driving future innovation.
9. Develop and manage credible relationships both internally and externally, liaising and cooperating with other analytical teams and regulatory operations to make best use of expertise and achieve a coordinated approach to delivering research and analysis.

Main Duties and Key Accountabilities of the jobholder

10. Ensure all duties are carried out in accordance with team's standards, agreed ways of working, priorities and timescales.
11. Support the management and ongoing development of the Strategy Directorate and contribute to the corporate priorities of the wider RSH, carrying out any other reasonable duties as may be required from time to time.

Working Relationships and Contacts

External Relationships:

- Registered providers of social housing
- IT service provider
- Some engagement with key external stakeholders including MHCLG and Homes England

Internal Relationships:

- Business intelligence colleagues
- Digital colleagues
- Regulation operations staff, particularly in relation to data collection and presentation
- Regulation Executive in relation to the provision of papers that relate to the Regulator's approach to data collection

Core job skills

Qualifications, knowledge, skills and experience

Essential

- High degree of literacy and numerical skills, including highly developed analytical skills and the ability to review, analyse and interrogate large data sets and able to explain technical information to non-specialists. This may be demonstrated through a relevant degree or significant experience in the area.
- A track record of effective team management, able to use an adaptable leadership style to suit the situation, team and individual and manage team workload and performance improvement.
- Experience and competence in translating business led analytical and reporting requirements into clear technical solution specifications, researching and proposing technical solution options, providing clear appraisal of potential delivery options.
- Practical experience using Excel and Power Query and ideally other coding languages and analysis tools such as SQL, R, Python and Power BI, to automate testing and analysis, with an emphasis on developing, maintaining or improving reproducible workflows.
- Experience in developing test plans and undertaking user acceptance testing, with a clear understanding of user experience, outcome focused testing and the ability to report on, track and resolve issues.
- A clear understanding of the principles of project management and digital system development, with the ability to establish priorities and coordinate work on several different projects simultaneously.
- Excellent communication skills, able to communicate effectively orally and in writing; prepare concise, clear responses; and the ability to draft communications, correspondence, reports and minutes, tailoring documents to audiences (including Senior Executive) effectively, ensuring clarity in outputs.
- Strong interpersonal skills to develop and maintain effective working relationships with internal and external stakeholders, including the ability to relate and respond effectively to these users using tact

Core job skills

and diplomacy at all times, able to deal with challenging people situations, manage conflict and resolve difficult situations.

Desirable

- Experience of using Microsoft Azure Dev-Ops or Jira to raise issues and track resolution.
- Experience of or familiarity with a range of analytical concepts and techniques such as data visualisation, database programming, data science and analytics.
- An awareness and understanding of the key policy issues affecting social housing and its regulation in England and of RSH's regulatory approach. Including a good understanding of current regulatory approaches and of housing policy and practice, and housing investment strategies.
- Relevant work experience within either the public sector or industry regulator, consultancy or wider regulated industry.
- An awareness and understanding of the Code of Practice for Statistics.

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.