

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Learning and Development Specialist	Directorate	Finance & Corporate Services
Reports To	Learning & Development Manager	Section	HR
Post Reference	7T0340	Grade	G16

Purpose of the Role

Following the successful completion of our expansion into consumer regulation in 2024, the Regulator of Social Housing requires an experienced Learning and Development Specialist to support, design and deliver existing and new training interventions both in-person and virtually.

Predominantly aimed at economic and governance audiences, the ideal candidate will be comfortable managing stakeholder expectations in a Regulatory environment. Working with subject matter experts to craft interventions that deliver to our operational audiences. Specific technical areas of training will require further learning or joint delivery until an acceptable level of knowledge has been acquired.

You will be brought up to speed in a range of modules that it will be expected you are able to deliver for the Regulator in the future. Ultimately creating a library of learning for existing staff to upskill themselves in and for new staff to use to smoothly assimilate into the Regulators ways of working. These include:

Consumer standards, Regulatory transparency, economic standards, understanding diverse needs, effective writing, operational project management, inductions and social housing and our history.

Significant experience and knowledge of delivering detailed, high-quality training in a technical environment is essential to the success of this role. Your work with subject matter experts will enable you to create interventions that draw the knowledge and skills from those individuals to create outcome led training that adds real value to our organisation.

Ideally with a strong background in learning and development practice, including digital design and delivery. Advising stakeholders on the best course of action relating to learning, methods of delivery and methods of evaluation.

Main duties and key accountabilities of the jobholder

- Support the L&D Manager to engage with the business and identify development needs. Create learning interventions and apply the learning life cycle at all stages

- Carry out in-depth research to deliver the agreed Regulatory Engagement Directorate work for the Regulator, designing and implementing additional tools and interventions as needed
- Strive to understand all aspects of the Regulators work. Familiarising yourself as much as possible with consumer regulation, the history of the Regulator and our ways of working is essential
- Design, develop, test, and deliver in-house induction and technical training. Provide expert advice to technical specialists on designing and delivering effective training
- Support the development of our digital literacy program and design digital learning that is modern and effective.
- Design, develop, test, and deliver in-house equality and diversity programmes. Play an active part in developing equality, diversity, and inclusion at the Regulator
- Work closely with the L&D Manager to assess training needs for existing and new staff in line with our business planning processes
- Identify opportunities to modernise the Regulator's learning and development delivery to make best use of technologies available to us
- Work across organisational boundaries. Provide effective training solutions, in person, virtually or digitally and identify opportunities for best practice. Lead projects and activities to drive organisational change and support our culture
- Develop and support productive relationships with key stakeholders across the Regulator to facilitate the delivery of learning and development activities and projects

Working relationships and contacts

External Relationships:

- Government Campus
- Government Skills Curriculum Unit L&D networks and working groups
- Consultants engaged to support L&D interventions

Internal Relationships:

- Governance groups including Regulation Executive Group and Senior Leadership Team
- Managers Network and Regulation Leadership Team
- Members of other relevant organisational working groups
- F&CS staff
- Staff across the RSH requiring L&D support

Core job skills

- A relevant CIPD/Instructional/Digital design/Coaching qualification, or equivalent extensive experience in technical learning and development
- Excellent track record of designing, developing, and delivering training, ideally in a virtual environment
- Track record of building strong working relationships that consistent deliver meaningful training interventions for audiences and stakeholders
- Experience of designing and implementing high impact learning programmes
- Excellent communication skills, written and verbal
- Excellent research/analytical and questioning skills
- Experience of coaching staff as part of a training process
- Ability to quickly assimilate working culture and practices
- Good communication skills, including report writing and presentation skills. Ability to present and discuss work at the highest level, presenting complex issues clearly and concisely
- Ability to think logically and analytically to get to the core of problems; drawing conclusions and making recommendations
- Ability to keep up to date with emerging thinking and trends, maintaining their own professional qualifications and development relating to the core areas of work
- An ability to understand the strategic issues facing the Regulator, internally and externally

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.