
REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Tenant Engagement Manager	**Directorate**	Regulatory Engagement
Reports To	Head of Tenant Engagement	**Section**	Assessment and Tenant Engagement
Post Reference	HR complete	**Grade**	17

Purpose of the Role

The Tenant Engagement Manager is responsible for working with the Head of Tenant Engagement to design and implement our regulatory approaches and infrastructure that underpin the delivery of the tenant aspects of the consumer standards.

This role will contribute to ensuring insight from tenants and tenant representative bodies feed into the design of our regulation of landlords.

Working with the Head of Tenant Engagement, the Tenant Engagement Manager will engage with social housing tenants on behalf of the Regulator of Social Housing (RSH). They will play a key role in ensuring that tenants are engaged, and that RSH understands the range of social housing tenants' views and is able to take them into account.

The role is responsible for contributing to delivery of the tenant insight and engagement strategy that supports RSH's Board and Executive in the delivery of its strategic objectives. Working across a range of functional teams, the postholder will capture and relay tenant insight in areas within RSH's remit and that help RSH deliver its statutory objectives.

The role will involve carrying out high quality analysis of feedback from various sources and sharing this with relevant teams, including to support our assessments of landlords and by providing specialist advice to colleagues.

.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Support in the delivery of the organisation's tenant insight and engagement strategy.
2. Ensure that tenant engagement provides clear insight into tenants' views and can help shape our regulatory approach on an ongoing basis.
3. Carrying out high quality analysis of tenant insight and working with operational teams to ensure tenant feedback is taken into account, in our regulation of individual landlords.
4. Act as a technical specialist on tenant influence, accountability and transparency and share responsibility for assessing the level of assurance on these aspects, working closely with operational colleagues to ensure consistency.
5. Maintain effective relationships with stakeholders including tenants representative groups to support their understanding of our approach to regulation and how tenants' views shape our regulation.

Main Duties:

6. Support the Head of Tenant Engagement to develop and deliver the RSH's programme of tenant engagement on an ongoing basis.
7. Gather feedback and insight from tenants through the programme of engagement and work with other functional teams across the regulator to continue to refine our operational approach.

Main Duties and Key Accountabilities of the jobholder

8. Provide advice on tenant engagement practices and contribute to internal briefings and external publications as required.
9. Develop working relationships with third party organisations, including tenants' organisations, ensuring that the remit and role of RSH and its approach to consumer regulation is understood.
10. Provide support on stakeholder engagement and other communications activities as required.
11. Work with the Head of Tenant Engagement to develop tools, guidance, training and support for regulatory staff, and work with operational teams to support tenant engagement activities which take place during our engagement with landlords.
12. Deliver high quality analysis of tenant feedback and work with operational teams to feed this evidence into our assessment/inspections.
13. Act as a specialist on tenant engagement matters, providing advice and insight for our operational teams.
14. Engage in professional development to maintain an enhanced knowledge and awareness of engagement practices across the social housing sector.

Working Relationships and Contacts

Internal Relationships:

- Senior Leadership Team
- Head of Tenant Engagement
- Operational regulation staff
- Policy and project teams across the organisation

External Relationships:

- Social housing tenants.
- Tenant representative groups and other organisations carrying out engagement with social housing tenants as required.
- .

Core job skills

Qualifications, knowledge, skills and experience

- Good knowledge and experience of social housing tenant engagement, or in engagement with populations with similar characteristics
- Knowledge and experience of managing projects with tight timescales
- An understanding of the role and importance of regulation, particularly in the social housing context
- An understanding of the social housing stakeholder landscape, particularly in relation to tenants' organisations
- Able to understand and articulate to others regulatory requirements and policies
- Able to conduct high quality analysis and combine complex information from a wide range of sources to reach evidence-based conclusions and make reasoned recommendations
- Able to communicate clearly and logically to a wide range of internal and external audiences, both verbally and in writing
- Able to plan and manage your own workload, as well as manage the input of peers to meet deadlines

Core job skills
• 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

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 Polices and adhere to RSH Freedom of Information policies where appropriate. • To undertake such other duties as may be reasonably expected.