REGULATOR OF SOCIAL HOUSING ROLE PROFILE

Role	Head of Assurance and Business Improvement	**Directorate**	Regulatory Engagement
Reports To	Assistant Director Assurance and Business Improvement	**Section**	Assurance and Business Improvement
Post Reference		**Grade**	19

Purpose of the Role

The Head of Assurance and Business Improvement (Head of ABI) reports to the Assistant Director, Assurance and Business Improvement and has three main areas of responsibility.

The Head of ABI is responsible for identifying opportunities for improvement in the way we carry out our regulatory activities, delivering RSH's regulatory assurance programme and agenda for continuous improvement. This includes leading and drawing on a range of outputs from projects, assurance reviews and audits, as well as other relevant sources, to identify risks, issues and opportunities for improvement and develop clear action plans to address them.

This a leadership position that is responsible for leading and/or contributing to strategic projects that support the ongoing development of RSH's regulatory approach, bringing a focus on regulatory assurance and continuous business improvement to those projects. This may include leading reviews of lessons learned, as well as consideration of new and emerging regulatory requirements, and areas where we may want to strengthen our regulatory assurance.

The Head of ABI is responsible for leading and co-ordinating the implementation of agreed action plans, operationalisation of new and emerging regulatory requirements, and business improvement initiatives. To do this the post holder will track, monitor and report delivery of improvement action plans and initiatives. They must also collaborate effectively with colleagues from across the organisation in order to deliver meaningful and lasting change and improvements, as well as leading and supporting knowledge sharing and on-going training to support rigorous regulatory decision making and capacity building.

Main Duties and Key Accountabilities of the jobholder

1. Oversee and develop the regulatory assurance framework, the external statement of the regulatory approach ('Regulating the Standards') and associated internal advice and guidance.
2. Identify and report on regulatory assurance gathered to deliver RSH's objectives and operational policies, identifying where there are shortfalls against agreed requirements.
3. Ensure the delivery of a coherent system for quality assurance of regulatory activities and decisions that is fit for purpose, avoids unnecessary duplication, dovetails with quality control systems and delivers the required corporate assurance.
4. Ensure that regulatory assurance knowledge is effectively compiled and shared across the organisation.
5. Support the production of high quality and timely regulatory judgements.
6. Support continuous business improvement by identifying opportunities for, and contributing to, the ongoing development of our regulatory approach to deliver the necessary regulatory assurance.

Main Duties and Key Accountabilities of the jobholder

7. Lead and co-ordinate the implementation of agreed improvement action plans, operationalisation of new and emerging regulatory requirements, and business improvement initiatives. Track, monitor and report delivery of improvement action plans and initiatives.

8. Ensure that RSH has an effective, high quality and proportionate risk based approach to gathering regulatory assurance through analysis and engagement with registered providers.

9. Ensure that the RSH's operational approaches and processes reflect agreed strategic priorities, including changes to the regulatory framework.

10. Manage and maintain the regulatory assurance framework, contributing to proposals for gathering regulatory assurance, and reporting on the regulatory assurance gathered across the Regulator.

11. Produce and maintain internal guidance for staff on our regulatory approaches, and develop and deliver associated training.
12. Ensure narrative regulatory judgements and notices meet corporate requirements.
13. Produce periodic summary learning from the quality assurance process and use this to inform the development of our regulatory approaches.
14. Scope and deliver reviews to identify lessons learned, as required.
15. Lead and/or contribute to a range of strategic projects that support RSH's strategic development and the ongoing development of our regulatory approach, such as consideration of new and emerging regulatory requirements, and areas where we may want to strengthen our regulatory assurance.
16. Lead and manage staff in the team, ensuring appropriate use of skills, knowledge and experience and consistently applying corporate policies and procedures in relation to performance management, staff development and talent management.
17. Ensure that the priorities contained in the corporate plan as they relate to the work of the team are delivered consistently and to the agreed quality standards.
18. Support the management and ongoing organisational development of RSH.

Working Relationships and Contacts

External Relationships:

- The role is primarily internally focused, but also plays a key role in maintaining the confidence of key external stakeholders such as registered providers, lenders and Government in the consistency and quality of published regulatory judgements.

Internal Relationships:

- Executive and Board.
- Relevant internal governance panels and boards.
- Members of the Assurance and Business Improvement team.

- Collaborative working with colleagues across the organisation, and as a leader, modelling exemplar behaviours for others to follow.

Core Job Skills

Qualifications, Knowledge, Skills and Experience

- Educated to degree level or with equivalent experience and have a strong track record of applied strategic thinking capability.
- A strong track record of leading business improvement or delivering change programmes, ideally in a regulatory, financial, legal or assurance-based environment.
- Excellent organisational skills, and the ability to draw up and effectively deliver complex programmes of work factoring in a number of dependencies.
- First class oral and written communication skills effective for a wide range of audiences.
- Strong management skills with a proven ability to inspire staff and lead a team to deliver.
- Excellent communications skills, able to work across team boundaries in a constructive and collaborative way.
- Ability to digest a wide range of complex material and produce written and oral briefing that clearly draws out the important issues.
- A good understanding of the principles of regulation, risk management and good corporate governance.
- An understanding of the key current policy issues affecting social housing and its regulation in England.

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