

RSH ROLE PROFILE

Role	Head of Regulatory Performance	Directorate	Regulatory Engagement
Reports To	Assistant Director, Assurance and Business Improvement	Section	Assurance and Business Improvement (ABI) Team
Post Reference		Grade	

Purpose of the Role

Give a brief overview of the job, its context in the RSH and the contribution it makes

The Head of Regulatory Performance role reports to the Assistant Director, Assurance and Business Improvement, within the Regulatory Engagement (RE) directorate. It is an important and central role within RE, leading and supporting the effective delivery and continuous improvement of the overall programmes of regulatory engagement.

The Head of Regulatory Performance is responsible for leading the directorate planning, performance and delivery processes that underpin the delivery of the agreed regulatory activities to meet RSH business plan targets.

Working closely with the two Directors of Regulatory Engagement (DREs) and the Assistant Directors across the RE directorate, the role is also responsible for maintaining a focus on performance against the RSH business plan, promoting consistency and efficiency including in use of systems and leading the production of management information and performance reports to feed into the directorate wide reporting framework.

The role is a leadership position that is responsible for supporting the ongoing performance and continuous improvement of RSH's regulatory approach, contributing to strategic projects as required. This may include leading reviews of lessons learned, as well as consideration of areas where we may want to further develop or strengthen our approach.

Main Duties and Key Accountabilities of the jobholder

List the main duties below

Key Accountabilities:

1. Provide robust programme management to support the delivery of the overall programme of regulatory engagement. This includes leading on all aspects of activity planning and performance reporting (including to RSH executive and board) within the RE directorate, including tracking progress, identifying risks and issues, resolving and escalating where appropriate.
2. Support regulatory resource planning and capacity building across the RE directorate to ensure effective delivery of a programme of proportionate, risk-based engagement with landlords.
3. Lead a coordinated approach to quality control to ensure systems and processes align with directorate wide approaches to quality assurance.
4. Establish and oversee robust systems of reporting, monitoring and governance arrangements required across the RE directorate and ensure there is sufficient capacity to deliver these.
5. Report on data integrity and GDPR compliance across the RE directorate.

Main Duties:

1. Lead on all aspects of programme management, activity planning and performance reporting within the RE directorate and ensure that robust programme management systems and processes are developed, maintained and embedded throughout the teams.
2. Model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes and embedding this approach across the team. Champion good working practices ensuring processes are clear and link to reporting.
3. Ensure that management information relating to RE directorate is produced and delivered in an accurate and timely manner to agreed standards to enable effective monitoring of the outputs of operational activity.
4. Develop and deliver a structured suite of performance reporting for the Chief of Regulatory Engagement, the Directors of Regulatory Engagement and their management teams which includes the quality, consistency and timeliness of operations across teams and on the delivery of planned programmes and responsive work.
5. Produce regular draft reports for the Executive team and/or Board, on behalf of the Chief of Regulatory Engagement and the Directors of Regulatory Engagement.
6. Oversee the quality control processes across all aspects of the RE work and where appropriate, ensure that these align with the directorate approach to quality assurance.
7. Lead on the development of effective and efficient data assurance processes within the directorate, including contributing to the development and updating of current data systems, so that they remain fit for purpose.
8. Produce and monitor data quality reports, providing information on current compliance, areas of focus and new processes in a form that can be understood and acted upon by teams within the directorate. Ensure any poor data quality is highlighted and addressed as appropriate, resolving gaps or errors with agreed deadlines to facilitate accurate reporting.
9. Devise and utilise systems to identify opportunities for continuous business improvement in process and procedures and work with teams to improve the consistency and efficiency in how they operate.
10. Lead and manage staff in the team, ensuring appropriate use of skills, knowledge and experience and consistent application of corporate approaches to performance management, staff development and talent management.
11. Support the management and ongoing organisational development of RSH, and that the priorities contained in the corporate plan as they relate to the work of the team are delivered consistently and to the agreed standards.

Working Relationships and Contacts

Outline the important relationships that the jobholder must maintain and the sort of issues that must be communicated on and/or engaged with

External Relationships:

- This role is primarily internally focused but plays a key role in maintaining the confidence of key external stakeholders such as landlords, lenders and governance in the consistency and quality of our regulatory engagement.

Internal Relationships:

- RSH Board
- RSH executive team, including the Chief of Regulatory Engagement (CORE) and the two Directors of Regulatory Engagement (DREs)
- Senior Leadership Group (SLG), including Assistant Directors in RE directorate.
- Colleagues across the RE directorate including the rest of the ABI team
- Colleagues in the wider organisation

Role Requirements

Qualifications (academic and professional, knowledge, skills and experience required to do the job)

Qualifications:

- Educated to degree level or with equivalent experience and have a strong track record of applied strategic thinking capability.

Knowledge, Skills & Experience:

- A strong track record of delivering results in a regulatory, financial, legal or assurance-based environment.
- Strong programme management, resource planning and organisational skills and the ability to draw up and effectively support delivery of complex programmes of work factoring in a number of dependencies.
- Ability to digest a wide range of complex material and produce clear written and oral reports that draw out the key issues, including ability to develop, analyse and present performance information.
- First class oral and written communication skills effective for a wide range of audiences.
- An understanding of the principles of consumer and financial regulation, risk management and good corporate governance.
- Strong people management skills with a proven ability to inspire staff and lead a team to deliver, and motivate, encourage and influence others to drive change.
- Excellent interpersonal skills, able to work across team boundaries in a constructive and collaborative way.
- A strong aptitude for problem solving, and excellent attention to detail.

General Responsibilities

Standard to all RSH role profiles

- 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