



JOB DESCRIPTION

POST:	Housing Regulatory Support Coordinator
DEPARTMENT:	Housing Transformation
REPORTING TO:	Housing Transformation Manager
RESPONSIBLE FOR:	N/A
GRADE:	5

MAIN JOB PURPOSE:

As the Housing Regulatory Support Coordinator, you will be able to contribute to the delivery and co-ordination of work around ensuring our compliance with the Regulator for Social Housing's Consumer Standards.

This is a key role where the successful candidate will thoroughly understand legislation and housing regulations, supporting the wider housing teams to demonstrate outcomes which evidence our compliance with regulatory requirements, demonstrate and share learning from best practice and ensuring those outcomes can be audited when required.

Support the improvement and transformation of the Housing service to meet its strategic objectives to include the use of planning and monitoring of cross departmental projects and activities.

To work collaboratively with other teams to ensure we are meeting the regulatory framework set out by the Regulator for Social Housing and that we can evidence outcomes to the organisation, members, our residents, and the Regulator.

DUTIES AND RESPONSIBILITIES:

Contribute to the planning, co-ordinating and delivery of any projects or other activities associated with our compliance with the social housing regulations.

Ensuring compliance with evidence requests and delivering outcomes through partnership working across teams.

Assist with producing reports which detail outcomes achieved against the standards and can provide assurance to the relevant audience of our compliance position.

Capture, develop and monitor action or project plans associated with the improvement of our housing services in relation to compliance with the consumer standards.

To work with the Housing Transformation manager to optimise service and corporate outcomes for the benefit of our residents.

To identify service improvement opportunities and implement and deliver solutions for transformation that generates real business and service benefits, driving operational and culture change.

To undertake research and to benchmark the Councils performance, across the social housing sector whilst contributing to the Councils efficiency and savings target.

To work closely with the Business Support Officer and Tenant Engagement Coordinator roles, to ensure that our tenant voice is captured in the works ongoing across the housing service which are contributing to our compliance with the consumer standards.

To be able to influence key stakeholders at all levels of the organisation, ensuring timely actions and accountability to regulatory tasks.

To embrace technology in the development of new service delivery so that the Council can be more responsive to customer insight.

Any other duties of a similar nature which may be required.

Additional information

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING	
Educated to degree level or with significant experience of housing, regulatory requirements, together with an awareness of the issues affecting residents and their wider communities, the social housing sector and local government. Proficiency in Microsoft applications, systems and other business tools.	A
KNOWLEDGE & EXPERIENCE	
At least three years' experience of working in a relevant specialist area which could include: Social Housing or Housing Regulation, or other similar Regulatory roles.	A / I
Experience of working in a political environment with elected members.	A / I
Experience of managing data and reporting requirements, analytics tools, and techniques.	A / I
Wide ranging knowledge of the regulatory requirements which apply to social housing providers.	A / I
Experience in strategic review, continuous improvement, benchmarking, and project-based activities.	A / I
A clear understanding of the business needs of a modern housing service combined with experience of project delivery monitoring.	A / I
Experience of managing a diverse portfolio of projects/programmes in a complex organisation to deliver significant organisational benefits.	A / I
Experience of delivering results in a regulatory, governance or assurance-based environment.	A / I

SKILLS/ATTRIBUTES	
Ability to build and maintain effective working relationships across all levels of the organisations.	I/TP
Effective, written and verbal communication skills that include persuading, informing, explaining, listening and understanding.	I/TP
Ability to impart knowledge effectively to others.	I/TP
Able to analyse data and communicate written and verbally to a variety of audiences.	I/TP
An enthusiastic person who can think positively and creatively to meet the challenges of delivering the strategic priorities	I/TP
Ability to draft and to convey complex information such as reports and training courses both orally and in writing in a clear and concise format to meet the needs of a variety of audiences, including elected Members; tenants; landlords; government agencies.	I/TP
A team worker who can work in a variety of team situations both within Housing, Communities and across other services and external partners	I/TP
Ability to identify emerging issues and challenges and translate into policy	I/TP
Ability to establish and run projects drawing on resources from across both districts and including external partners	I/TP
Ability to influence, negotiate, and persuade key stakeholders with an aptitude to focus on the key issues quickly and clearly	I/TP
The ability to successfully manage complex projects on time and within budget	I/TP
BEHAVIOURS	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP

EQUALITY AND DIVERSITY

Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).

A/I

Our Values
...we believe in

MINDFUL EMPLOYER

disability confident EMPLOYER

DYING TO WORK

<p>OUR CUSTOMERS</p>	<p>BEING AMBITIOUS</p>	<p>TAKING OWNERSHIP</p>	<p>BEING OPEN and HONEST</p>	<p>OUR PEOPLE</p>
<p>We empower, value and develop our people to work together as one dynamic and efficient team.</p>	<p>We care about delivering high quality, customer-focused outcomes with our communities and partners.</p>	<p>We are open, transparent and truthful.</p>	<p>We take pride in our work and take responsibility for our actions.</p>	<p>We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.</p>