

Head of Policy and Regulation



Working better together
for our residents

Operations > Customer Experience > Regulation & Compliance

What's it all about

Working across the Operations Directorate and reporting into the Assistant Director of Regulation and Policy, you will be responsible to ensuring compliance with all regulatory standards, but particularly the Rent Standard and Consumer standards.

You will also lead on developing an Operations toolkit with relevant policies and procedures to support customer facing staff to do their roles effectively, efficiently and compliantly.

How you'll make a difference

Excellence in this role will keep the organisation safe though evidencing systemic compliance with the rent standard and consumer standards.

Building excellent relationships across the organisation, you will identify risks and implement policies and procedures and controls to address them.

You'll develop a best in class Operations toolkit that is iterative and current to enable Operations staff to excel in the roles and deliver exceptional customer experience.

How you'll do it

- Develop clear reports and processes to evidence compliance with the Rent Standard and Consumer Standards.
- Work across Operations to embed process and practices to ensure compliance with the Consumer Standards.
- Ensuring compliance with the rent standard.
- Responsible for setting rents and rent increases across Operations (Excluding Folio) and communicating this effectively to residents.
- Responsible for ensuring rent increases are applied accurately to all rent accounts.
- Responsible for developing and implementing a strategy to recover Former Tenant Arrears.
- Lead on managing risk and assurance for Operations, lead on Operations Risk Map and monitor progress against MAPs from internal audits.
- Lead on the development of a new Operations Toolkit with up to date and relevant policies and procedures.

- Keep up to date with emerging regulation and legislation and advise the Operations SMT on changes and best practice.
- Identifying opportunities to influence the national and London housing policy agenda.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **leadership/manager/staff** level (delete as necessary).

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills

- Evidence of working with regulatory requirements such as rents standards and consumer standards. This includes demonstrating that you have working practical knowledge of both regulatory standards.
- Experience of identifying and mitigating complex risks across a business – requiring accuracy and attention to detail.
- Experience of building and managing effective relationships at a senior level including those with boards, customers, partners and a range of stakeholders.
- Experience of effective people leadership and coaching staff to succeed.
- Excellent knowledge of legislative and regulatory environment for RPs.
- Excellent organisational and project management skills, with the ability to deliver complex projects on time, task and in budget. Project management qualification such as Prince/Agile desirable
- Intermediate IT and systems skills including Microsoft office