

# Senior Rents and Quality Assurance Manager



Working better together  
for our residents

> Operations > Customer Experience > Regulation & Policy

## What's it all about

An exciting new role for an experienced Senior Rents and Quality Assurance Manager to ensure operational delivery against the Rent Standard, the development and delivery of relevant procedures and data validation configurations.

You will line manage our Rents Compliance and Operations Manager. Working across the Operations Directorate and reporting into the Assistant Director of Regulation & Policy.

The sector is becoming more complex and faces an increasingly challenging operating environment. This role will be pivotal to ensure that internal checks are regularly performed for accuracy but also understanding the regulatory landscape, practical application requirements and how to make this easier for operational colleagues and our adherence to these.

## How you'll make a difference

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

This position holds the overall responsibility for NHG's compliance with the rent standard for the regulated parts of the business.

Ensuring NHG is ready for future changes, that the delivery of NHG's rent setting is to the highest standard, and that it stands up to scrutiny and continues to improve.

## How you'll do it

- Ensuring compliance with the rent standard.
- Accountable to ensure accurate setting of rents and rent increases across Operations and effective communications 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 risk monitoring, KPI development and monitor progress against Management Action Plans from internal audits.

- Keep up to date with emerging regulation and legislation and advise on changes, impact and best practice.
- Ensure that regulatory analysis of processes are performed and well-documented, and that related controls are implemented consistently prior to launch.
- Lead on development of data validation criteria to ensure oversight of accuracy for rent related activities.
- Lead a team to produce quantitative and qualitative analyses to enable the business to understand internal risks and sector comparisons.
- Overall responsibility for the performance and integrity of bespoke rents databases and lead on the implementation of updating existing databases and building risk-based enhancements.
- Stay abreast of the changing regulatory landscape and associated legislations, leading and responding to consultations, producing impact analysis assessments and guidance documentation as required.
- Conduct internal audits and assessments to identify areas of non-compliance, and implement corrective actions as needed.
- Collaborate with the Head of Regulation to ensure that key procedures and communications align with regulatory requirements and enhance tenant understanding and satisfaction.

## 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 **manager** level.

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

## Essential knowledge, experience and skills

- Comprehensive knowledge of the rent standard and key legislative requirements governing the social housing sector.
- Experience of preparing and presenting regular reports on regulatory compliance for senior management and relevant stakeholders.
- Communicate changes in regulations, compliance requirements, and best practices to the organisation to ensure a proactive approach to regulatory adherence.
- Experience of managing credible relationships with a range of stakeholders, including tenants and tenant groups.
- 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, 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.