

Regulatory & Consumer Standards Manager



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> Operations Directorate > Customer Experience

What's it all about

An exciting new role for an experienced Regulatory and Consumer Standard Manager to oversee the governance, compliance, and implementation of the regulatory framework in relation to the Rent & Consumer Standard.

How you'll make a difference

As a key member of the customer experience department, you will play a crucial role in ensuring the financial stability and regulatory compliance of our organisation alongside delivering against the six priorities in our customer strategy.

You will play a vital role in ensuring adherence to the regulator's social housing rent standard and revised consumer standard.

The sector is becoming more complex and faces an increasingly challenging operating environment. This role will be pivotal in not only understanding the regulator's standards but also the practical application requirements and how to evidence our adherence to these.

This position holds the responsibility to maintain and update the rents compliance framework and implement the consumer regulation assurance framework and provide expert guidance and actions plans to the wider business, thereby safeguarding our commitment to regulatory compliance and enhancing the experience of our tenants.

How you'll do it

- Support the Head of Regulation and Policy in the drafting and implementation of a consumer standard assurance framework to promote awareness and understanding of our current and future obligations assessing key requirements and risks to get there.
- Promote awareness and understanding among internal and external stakeholders of their obligations to meet both the Rent & Consumer Standards, highlighting key risk areas and action plans.
- Lead a team to produce quantitative and qualitative analyses to enable the business to understand internal risks and sector comparisons.
- Stay abreast of the changing regulatory landscape relating to the Rent & Consumer Standard and associated legislations, leading and responding to consultations, producing impact analysis assessments and guidance documentation as required.
- Engage with various teams through our ongoing casework, completing assessments and seeking assurance and evidence of compliance assisting to develop solutions.
- Outline key expectations for communication, repairs and maintenance, resident involvement, and affordability and how we can promote transparency, tenant empowerment, and overall tenant satisfaction.
- Lead on self-assessments against the Standards detailing gap analysis, action plans, and any policy updates needed to align with our compliance framework.
- Work with training, competence and policy teams to develop training updates for staff members on the Standards and their role in ensuring compliance.
- Communications to residents and staff regarding their rights, responsibilities, and the services we provide under the new standards. This could include newsletters, handbooks, and online resources.
- Collaborate with various teams to identify opportunities for improvement and the adoption of consumer-focused practices.
- Embed a governance structure to ensure effective compliance with the social housing rent & consumer standard.
- Analyse, discuss and incorporate feedback from tenant satisfaction measure into action plans and implement tools to monitor and support improvement.
- Conduct internal audits and assessments to identify areas of non-compliance, and implement corrective actions as needed.
- Collaborate with the Policy Team to develop policies and procedures that align with regulatory requirements and enhance tenant satisfaction.



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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. This role is at manager level.

Essential knowledge, experience and skills

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Comprehensive knowledge of the regulatory landscape governing the social housing sector, including the regulator's rent standard and consumer standard and the key requirements for housing associations.
- Prepare and present regular reports on regulatory compliance and consumer standard implementation to 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.
- You should also have good analytical and evaluation skills,
- Experience of managing and delivering effective compliance projects

- Good analytical and evaluation skills
- Good communication skills suitable for a range of audiences
- Able to outline compliance metrics to meet required service and quality targets
- Carry out internal audits and gap analyses to assess compliance risks
- Excellent report writing skills
- conversations sensitively and professionally
- Excellent time management skills and the ability to work to tight deadlines with your caseloads
- Good spoken and written English

General

Ensure you follow the financial regulations, policies, and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Provide high quality reports and deliver presentations when necessary.