

# Data & Regulatory Reporting Officer



Working better together  
for our residents

> Operations Directorate > Customer Experience

## What's it all about

An exciting role for a Data & Regulatory Reporting Officer to understand what data we need to develop and oversee a regulatory compliance framework & understand trend, forecast changes and highlight potential risks and key mitigations. mitigations of them

## How you'll make a difference

With ongoing regulatory changes and our commitment to deliver against the six priorities in our customer strategy, this role will be crucial in ensuring that we are clear on what data we need to understand demonstrate compliance of the rent and consumer standards.

This is an essential role which will ensure that the business knows what data we need to meet all our regulatory obligations across the rents and consumer standards, ensure this is collected and maintained.

Your expertise and knowledge of both the regulatory environment and reporting on tenant feedback, creating data validation rules and procedural compliance are critical to ensuring that we hold ourselves accountable drive awareness and improvement.

The ability to translate, analyse and communicate regulation and legislation into practical data requirements will be essential for your success in this position.

## How you'll do it

- Act as lead subject matter expert in the qualitative data requirements to comply with the regulatory rents and consumer standards.
- Develop leading knowledge of key regulatory sector risks and keep up to date with broader economic and analytical issues relevant to social housing.
- Work with operations and data governance teams to agree setting targets and providing cyclical and/ as required statistics.
- Keep abreast of and undertake scenario planning against any changes to regulation,

legislation, case law and prepare briefing notes; gap analysis; action plans as required.

- Maintain oversight of and report on key data checks within all 'business as usual' activities to ensure regulatory compliance.
- Review and analyse data reports submitted, identifying any discrepancies, errors, or gaps in the data.
- Provide feedback and guidance to teams to improve data quality and accuracy.
- Develop and maintain a strong understanding of regulatory requirements in relation to what qualitative measures are required, changes to those requirements and the practical application and reporting needs.
- Collaborate with other industry professionals to support best practices.
- Communicate with internal teams, stakeholders to ensure that data and information is accurately understood and supports regulatory needs.
- Providing analysis and insights for key decision-making and the development of required training, as necessary, to ensure compliance with data reporting requirements.
- Provide annual summary of regulatory sector risk profile with key risks, issues and proposed actions for NHG.
- Develop and report on rent and consumer standards team KPI's with key risks, issues and remedial actions required.
- Work with other analytical teams to make best use of expertise and achieve a coordinated approach to delivering research and analysis.
- Lead on projects supporting the production of a regulatory data risk analysis to inform key stakeholders of our recording and reporting obligations which improves our processes and services.

## 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 staff 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 regulatory frameworks and governance
- Experience in data analysis, governance and management.
- Ability to interpret complex regulations and policies into practical data reporting requirements.
- Excellent written and verbal communication and presentation skills; experience including producing written information or reports to Managerial level.
- Ability to build effective and collaborative working relationships (both internally and externally) to deliver agreed outputs and projects of work.
- Excellent analytical skills with proven experience of working with complex data.
- Proficient numerical skills with proven experience of working with large volumes of data, from multiple sources and testing the accuracy of that data.
- Excellent IT skills including Microsoft Office Word, Excel, PowerPoint, Outlook, Visio other complex data and reporting systems.
- Highly organised and detail oriented.
- Good analytical and evaluation skills

- Excellent time management skills and the ability to work to tight deadlines.

## 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.