

Regulatory Quality Assurance Lead



Working better together
for our residents

> Operations Directorate > Customer Experience

What's it all about

We are seeking a Regulatory Quality Assurance Lead to develop and oversee a quality assurance compliance framework which outlines key deliverables we need to meet and include results from tenant satisfaction measures to improve on what matters to our customers.

How you'll make a difference

You will use your expertise to monitor, assess, and enforce quality control standards to provide oversight of compliance with the rent standard, consumer standard and relevant policies.

This is a challenging role focussed on enabling the business to measure, analyse and learn their compliance ratings with regulatory standards through a range of mechanisms.

The six priorities of our customer strategy and new tenant satisfaction measures will be a key priority and this role is crucial to ensure that NHG is well versed in how we adhere to our obligations.

How you'll do it

- Work with Regulation & Consumer Standards Manager and wider business areas to develop a quality assurance framework which allows NHG oversight of regulatory compliance obligations and quantitative measures to assess and improve quality control standards.
- Instigate, manage and deliver internal reviews of compliance against our key regulatory requirements, assessing and advising on corrective actions periodically and on ad-hoc projects. Reporting findings on a risk basis to assist Directors to manage or mitigate those risks.
- Track quality issues and analyse data and reports and investigate non-compliance issues, evaluating the adequacy of quality controls.
- Work with the Data & Regulatory Reporting Officer to understand data analyses on trends, emerging risks and work with the business to develop and implement corrective action plans.

- Document internal audits and other quality assurance activities, evaluating audit findings, advising on the appropriate corrective actions and monitoring risk management activities.
- Identify training needs and advise on training interventions to meet quality standards.
- Outline the requirements and impact of any relevant changes to regulatory requirements, relevant regulatory judgements, and relevant legislative or local authority compliance.
- Proactively identify areas of compliance risks, the impact and work with the relevant businesses to devise simple mechanisms and tools to ensure compliance and help to monitor these areas.
- Stay abreast of known risks and/ or changes in the regulatory landscape, advising on changes where required.
- Work continuously with to ensure compliance processes are understood provide support to drive change delivery and improvement. This includes feeding into the annual report process, ensuring the information for internal and external customers is meaningful, and focusses on what we're identifying and prioritising to improve.
- Develop and maintain relationships with colleagues across NHG and with external stakeholders regarding assuring NHG is compliant and meeting good practice requirements.

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 leadership level.

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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 rent standard and consumer standard
- Knowledge of housing regulations, legislation, policies, and standards related to social housing.
- Strong analytical skills, with the ability to identify quality control problems and develop effective solutions.
- Excellent communication skills, both oral and written, with the ability to work with diverse stakeholders.
- High level of professionalism, integrity, and ethical conduct when dealing with sensitive information
- Experience in carrying out high quality research and analysis, including analysing data, developing or analysing spreadsheet models, interpreting evidence, and communicating findings.
- Good report writing and excellent communication skills to a wide range of internal and external stakeholders.
- Good knowledge of data analysis tools and techniques
- Experience in analysing data, diagnosing problems, , developing solutions and overseeing action plans through to delivery.
- Knowledge of social housing regulation, wider regulatory policy, or national housing policy would be an advantage.

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.