

Consumer Regulation Manager

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What's it all about

We are looking for a proactive and highly skilled Consumer Regulation Manager to lead our approach to the Regulator of Social Housing's Consumer Standards. This is a pivotal role in ensuring we provide safe, high-quality homes, transparent services, and an excellent tenant experience in line with the strengthened regulatory regime introduced by the Social Housing (Regulation) Act 2023.

How you'll make a difference

You will play a central part in building a culture of assurance, transparency and continuous improvement. Working closely with colleagues across the organisation, you will develop and embed a robust Consumer Standards compliance framework, prepare the organisation for proactive regulatory inspection, and ensure that risks—such as damp and mould—are identified, mitigated and reported effectively.

This is an exciting opportunity for a motivated professional who thrives on regulatory challenge, complex stakeholder engagement, and driving organisation-wide improvements that genuinely make a difference to residents.

How you'll do it

Regulatory Compliance & Assurance

- Develop, implement and maintain our Consumer Standards compliance framework.
- Support the business to maintain compliance with the Consumer Standards, working with the Consumer Standards, working frontline Operations and Customer facing teams to ensure policies, processes and controls are in place as well as the Risk and Assurance team to enable the review, monitoring and testing of these controls to achieve a C1 regulatory standard.
- Develop and monitor performance frameworks, KPIs and benchmarking so as to enable assurance as to compliance to be achieved, working collaboratively with data and performance colleagues.

- Carry out service reviews and diagnostic assessments, identifying areas of risk or non-compliance and developing clear, evidence-based improvement plans, which you will support the Operations and Customer teams to fulfil.
- Lead the annual self-assessment against the Consumer Standards, carrying out gap analysis and coordinating improvement plans.

Inspection Readiness

- Support the Director of Governance and Compliance in preparing the organisation for proactive inspections by the Regulator of Social Housing or other regulators.
- Coordinate evidence gathering and lead mock inspection activity.
- Support teams in drafting responses to regulatory lines of enquiry.

Risk Management & Governance

- Identify and escalate areas of non-compliance through the organisation's risk management framework.
- Provide senior leaders with clear, insight-driven reports on performance, risks and required actions.
- Advise on governance structures to support robust consumer regulatory compliance.

Engagement & Communication

- Promote awareness of Consumer Standard responsibilities across the organisation so that all our people recognise their roles and responsibilities in achieving a C1 grading.
- Provide expert advice, challenge and support to operational teams to ensure statutory, regulatory and policy compliance.
- Establish and maintain clear standards, procedures and controls, holding services to account and escalating risks appropriately.
- Engage directly with residents and communities ensuring customer feedback informs assurance and improvement activity and strengthens empowerment, transparency and tenant satisfaction.
- Support colleagues in communicating residents' rights and responsibilities clearly and consistently.

Insight, Data & Continuous Improvement

- Produce quantitative and qualitative analysis to help the business understand risk, performance and sector comparisons.
- Stay abreast of changes in regulation and lead the implementation of new requirements, including Awaab's Law.
- Work collaboratively with teams across the organisation to identify opportunities for service improvement.

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

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

Essential knowledge, experience and skills

Skills & Competencies

- Excellent analytical skills with the ability to interpret complex data and draw meaningful insights.
- Confident in developing frameworks, policies and training to support compliance and improved practice.
- Able to balance attention to detail with a strategic view of organisational risk.

- Influential, collaborative and able to drive change without direct authority.
- Strong organisational skills and ability to manage competing priorities in a fast-paced regulatory environment.
- Good spoken and written English.

Qualifications

- Educated to degree level or equivalent – essential
- Chartered Institute of Housing (CIH) qualification, Property Institute Level 4 Leasehold Management qualification or working towards it (desirable)
- Training in risk (IRM diploma or certificate), assurance, project or change management (e.g. PRINCE2, Agile) - desirable
- Data analytics or Power BI knowledge - desirable