

# Job Description



<b>Post Title</b>	Regulation Ready Project Manager	<b>Post No.</b>	
<b>Directorate</b>	Customer Experience & Corporate Support		
<b>Division</b>			
<b>Salary Band/Range</b>	Band		
<b>Responsible to</b>	Executive Director - Customer Experience & Corporate Support (SCH) Assistant Director (Housing) (SMBC)		
<b>Location</b>	Endeavour House		

## 1 Job Purpose

To lead and develop a co-ordinated approach to ensure that SMBC and its ALMO, SCH, are fully prepared for consumer regulation and the associated inspection process. The Regulation Ready Project Manager will work with, and provide constructive challenge to, multiple teams and deliver workstreams to ensure effective compliance with the RSH's Consumer Standards including evidencing of outcomes.

The Regulation Ready Project Manager will plan and manage the development and delivery of projects and workstreams to ensure that they are delivered to the required scope and quality, within budget, on time and in accordance with regulatory requirements.

As a corporate manager support the implementation of the SCH Strategic Delivery Plan, Vision, Values and Behaviours.

## 2 Key Responsibilities

### 2.1 Main Duties

To work with the Executive Director - Customer Experience & Corporate Support (SCH) and Assistant Director (Housing) (SMBC) to develop and implement a Consumer Standards assurance framework.

Lead a rolling programme of self-assessments against the Consumer Standards identifying any gaps and developing and monitoring the delivery of action plans to address them.

Provide critical challenge and feedback to teams across the business in relation to Consumer Standards compliance ensuring a strong focus on customer outcomes.

Lead the development of an evidence base which demonstrates compliance with the Consumer Standards including evidence of positive outcomes for customers.

Lead the development of a series of briefings, training and awareness raising to ensure key stakeholders are fully aware of our responsibilities and obligations in relation to social housing regulation.

Produce briefs and specifications for commissioning any required consultancy support and support the procurement process  
Project manage any external support commissioned to support regulatory preparedness, e.g. a mock inspection.

Project manage preparations for inspection by the Regulator of Social Housing

Support the Social Housing Regulation Working Group.

### **SCH Organisational Duties and Responsibilities**

To provide strong and dynamic leadership, you will:

- Work collaboratively across all of SCH to ensure an integrated organisation which promotes and delivers the organisational strategic vision and values.
- Inspire, motivate, and challenge staff to generate real commitment and a shared sense of purpose.
- Proactively encourage creativity, innovative thinking and fresh ways of working.
- Prepare and present performance and statistical information on a regular basis to the Head of Asset Management, Strategic Leadership Team, Executive Management Team, SCH Board and all relevant Committees as required.
- Ensure Customer Service and stakeholder engagement is at the forefront of all projects from conception through to completion.
- Set standards and targets for continuous performance improvement that put the customer at the heart of all considerations.
- Encourage and enable the development of new ideas and improved ways of working.
- Monitor outputs and outcomes, challenging and addressing poor performance and acknowledging and celebrating individual and team achievements.
- Actively support the development of people, their knowledge and skills and identify talent and potential across service areas.
- Encourage and develop a culture of seeing a problem through to its resolution.

### **Communicate effectively**

- Communicate with people openly, directly, honestly and promote a free flow of ideas and information.
- Ensure teams and other stakeholders are regularly briefed and are kept informed of changes and developments relative to your work areas.
- Ensure that the giving and receiving of effective feedback becomes the norm across service areas and be prepared to confront difficult issues openly and with integrity.

	<ul style="list-style-type: none"> <li>• Be approachable to staff and customers.</li> </ul>
<b>2.2</b>	<b>People Management</b>
<b>2.3</b>	<b>Safeguarding</b>
	SCH is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with.
<b>2.4</b>	<b>Financial Management</b>
	<ul style="list-style-type: none"> <li>• To ensure financial discipline is observed across all aspects of your work streams so as to operate within budget at all times, delivering value for money and vigilantly identifying opportunities for efficiencies promptly as they arise.</li> <li>• To hold and effectively manage the budgets allocated to you.</li> <li>• Be fully aware of the need to obtain Best Value in service delivery and to constantly seek to achieve efficiencies and value for money arrangements across all service areas.</li> <li>• Take lead responsibility for the effective contract management of contracts relating to your service areas</li> </ul>
<b>2.5</b>	<b>Buildings &amp; Equipment</b>
<b>2.6</b>	<b>Health &amp; Safety</b>
	Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities.
<b>2.7</b>	<b>Information Management</b>
	As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR
<b>2.8</b>	<b>Policies &amp; Procedures</b>
	The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.
<b>3.</b>	<b>Other Conditions</b>
<b>3.1</b>	<b>Mobility</b>
	Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required.

<b>3.2</b>	<b>Equal Opportunities</b>
	SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.
<b>3.3</b>	<b>Variations to Job Descriptions</b>
	Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH I therefore retains the right to amend job descriptions to reflect changing requirements.
<b>3.4</b>	<b>Training and Development</b>
	SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.
<b>3.5</b>	<b>Lean</b>
	SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement.
<b>3.6</b>	<b>SCH Behavioural Framework</b>
	SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework.

# Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

<b>Post Title</b>	Regulation Ready Co-ordinator	<b>Post No.</b>	
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<b>Directorate</b>	Customer Experience & Corporate Support
<b>Division</b>	
<b>Salary Band/Range</b>	Band F £42,403 to £48,474 per annum. Incremental progression is subject to performance.
<b>Responsible to</b>	Executive Director - Customer Experience & Corporate Support (SCH) Assistant Director (Housing) (SMBC)

## METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview

	Essential Criteria	Desirable Criteria	Measured by
<b>Education &amp; Qualifications</b>	<p>Level 4 housing related qualification or substantial senior experience in a social housing related environment.</p> <p>Evidence of continued Professional Development (CPD)</p>	<p>Member of a relevant professional body (e.g. CIH)</p> <p>Project / Programme Management Qualification – e.g. APM PMQ or Prince2 or equivalent.</p>	AF,I
<b>Experience &amp; Knowledge</b>	<p>Comprehensive knowledge of the regulatory landscape governing the social housing sector, including the consumer standards</p> <p>Project management experience and knowledge gained from successfully managing multiple and complex projects.</p> <p>Experience at a management level in project planning, programming and contract management.</p> <p>Experience of analysis, reporting and presentation of performance and management information.</p>	<p>Experience of delivery of Local Government or other public sector projects initiatives.</p>	AF,I

	<p>Experience of working with a range of stakeholders</p> <p>Knowledge of the regulatory framework for social housing</p> <p>Knowledge of budget management.</p>		
<p><b>Skills &amp; Abilities</b></p>	<p>Demonstrate effective organisation skills, with ability to manage own time, prioritise workload and manage competing demands to meet project deadlines.</p> <p>Demonstrate excellent interpersonal skills, to engage and build strong relationships with a wide range of customers, partners and stakeholders at all levels.</p> <p>Effective communication skills including the ability to communicate complex and contentious information both verbally and in writing.</p> <p>Ability to demonstrate sound judgement and effective problem solving skills in order to resolve a range of complex issues.</p> <p>Demonstrate an ability to lead meetings and host workshops with a range of participants and stakeholders.</p> <p>Ability to analyse, interpret and present complex information and understand and interpret statistical presentation of data.</p> <p>Ability to use information technology with speed, accuracy and precision including Microsoft Word, Outlook, Excel and PowerPoint and the internet or similar.</p> <p>Ability to influence and persuade colleagues, stakeholders, partners and organisations to</p>	<p>Leadership skills</p>	<p>AF,I</p>

	ensure project objectives are met.		
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<b>Core Behaviours</b>	<b>Honest &amp; Responsibility</b> - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions	Interview
	<b>Excellence</b> - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	
	<b>Achieving Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	
	<b>Respect and Trust</b> - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	
	<b>Transparency and Simplicity</b> - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	
	<b>Leadership</b> - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	

<b>Compiled/ Reviewed by</b>	Paul Edwards
<b>Date</b>	July 2024