

WORKING IN REGULATORY OPERATIONS

The Regulatory Operations team is responsible for the effective front-line regulation of around 220 registered providers in accordance with the principles set out in Regulating the Standards. The teams take a risk-based approach to regulation and undertake both planned and reactive engagement which results in:

- assurance that providers are meeting our economic standards; and
- effective action where that assurance is not evidenced.
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The team has over 70 staff working across four Assistant Director of Regulatory Operations (ADRO) sub-teams. The ADRO sub-teams are multi-disciplinary including both financial and governance specialists and they proactively regulate approximately 55 registered providers each. There is a lot of collaboration across disciplines and across teams to deliver the work programme.

BENEFITS OF WORKING AT RSH

A SUPPORTIVE
PLACE TO WORK

FLEXIBLE WORKING
ARRANGEMENTS

33 DAYS ANNUAL
LEAVE A YEAR PLUS
8 BANK HOLIDAYS

COMPETITIVE
SALARY

PAID-FOR
PROFESSIONAL
MEMBERSHIP

CAREER AVERAGE
PENSION SCHEME



JANUARY 2020

The work is delivered through a combination of desk-top analysis of data sets and the provider's corporate information and on-site meetings with provider's executive teams and board members.

The work is varied and your week could include the analysis of a quarterly financial return, observation of a provider's Audit & Risk Committee as part of an In Depth Assessment, preparation for an Annual Engagement Meeting with a larger provider, concluding our response to allegations about a provider in respect of compliance with legislation, writing a Regulatory Judgement for publication and planning work programmes for the team. At times, assessments that you are involved with may need advice from our Investigation and Enforcement team or Legal teams and you will be involved in those conversations to agree the approach.

Teams are geographically dispersed, so we use technology to stay in touch. You won't have a week go by without a Skype meeting for something such as scheduled weekly catch-ups to check in with staff and managers to discuss workloads, how priorities are being delivered and generally to see how people are doing. There are team catch-ups, where members of the team discuss more challenging cases and share ideas and learning, giving the benefit of the team's wider experience to help tailor approaches. These catch-ups are also supported by more formal one-to-ones and team meetings, which also focus on learning and development and staff well-being.

As well as remote meetings, we travel to meetings at our main offices and events, and for meetings at providers' offices, sometimes this means an overnight stay.



Regulator of
Social Housing



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We have a lot of flexibility about how and where we work, so a great work-life balance is possible.

There are also opportunities to get involved in corporate projects. We recently delivered changes to our IT and staff were encouraged to get involved in the team support staff in similar roles get to grips with the new look of our systems. Changes to processes and approaches are discussed in workshops that involve all staff, so we get the views of those delivering the work to influence the outcomes.



Regulator of
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