**Job Description**

**Policy and Regulatory Compliance Officer**

**Role Profile** Specialist Band J (MUL196)

**Service/Team** BCP Homes

**Reports to** Service Manager – Regulation and Engagement  **Number of posts** 1

**Post number** None

**Career Grade**

**My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by…**

Helping to provide safe, secure and sustainable homes for council tenants thereby enabling opportunities for people to live well.

**Job Overview**

Research, create and maintain policies and procedures, to ensure that services improve, are compliant, and reflect and analyse, stakeholder views, legislation, regulation, and strategic direction. Supporting the development of housing management policies and procedures and service planning for BCP Homes which improves services for council tenants and leaseholders. Proactively seeking good practice nationally to help drive the service offer forward and improve the lives of those living in our homes. Lead work to ensure compliance with regulatory standards that will impact service design.

**Key responsibilities**

* Analyse data and interpret customer information, highlighting relevant trends or issues to managers in order to support informed decision making that influences the development and delivery of the Housing Revenue Account delivery plan.
* Work with managers within BCP Homes and supporting services to develop policy and procedure improvements for the delivery of services to residents.
* Use a range of procedures to lead research and consultation, scanning changes in legislation and government policy, and assimilating complex information and data, to support and inform proposals for changes to policies and the strategic direction and decision making of the service.
* Consult with a range of partners including elected members, residents and internal and external organisations, to gather their views on policies, service planning and strategic direction, and to include them in shaping the delivery of the service.
* Review, refresh, and update policies and procedures as required ensuring that they remain fit for purpose, and accurately reflect legislation and comply with other council policies and standing orders.
* Provide complex and specialist advice and guidance in implementation and interpretation of legislation, regulation, policy, and procedures, providing support to resolve problem areas or information and training for others, to help BCP Homes continue to work within best practice and regulation.
* Support project work to enable the implementation of proposed service developments and changes proposed to policies, processes, and procedures.
* Identify and communicate to a variety of audiences, including contributing to briefings and/or training of groups of managers and staff, so that they can be informed of changes in policy and associated procedures.
* Promote and share good practice nationally, benchmarking with other organisations locally and nationally.

**Specific Qualifications and Experience**

* Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience.
* A relevant professional qualification (or equivalent experience) in housing and evidence of continuous professional development that demonstrates understanding of best practice.
* Extensive relevant work experience, demonstrating practical and theoretical knowledge in housing including knowledge of all relevant legislation, statutory guidance, national codes, and standards.
* Knowledge of project management processes and implementing process improvements.
* Excellent knowledge of ICT including Excel, Word, Outlook and the ability to draw analysis and reports.
* Experience of interpreting national guidance or legislation into operational practice and writing policies and procedures.
* Experience of working with external partners including community leaders, resident groups, public sector agencies and the voluntary sector.
* Presenting information and recommendations in a focussed and engaging way.
* Experience of analysing data, producing and presenting clear summary information contributing to the strategic direction of the service and implementing changes.
* Well-developed and authoritative knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non-compliance) relevant to housing.

## Personal Qualities & Attributes

* Able to build and maintain positive working relationships with customers, colleagues and external agencies resolving barriers to collaboration with others by communicating openly and challenging unhelpful behaviour.
* Ability to apply tact, diplomacy and awareness.
* Good verbal and written communication skills.
* Ability to understand and explain complex legislation clearly and communicate matters relating to housing legislation to a varied audience.
* Commitment to providing high levels of customer care by using curiosity about the way things are done recommending new and more effective ways of working to enhance the customer experience.
* Develop breadth or depth of knowledge through exposure to different activities and by learning from or shadowing more experienced colleagues.
* Able to proactively manage a complex and high-risk caseload, considering in advance different needs and adapting communications accordingly.
* Ability to research and understand complex policy initiatives, strategies and other related documents.
* Ability to work independently within BCP Homes while contributing to the success of the team.
* Ability to negotiate, influence, resolve conflict and deal with contentious issues appropriately and effectively to achieve required outcomes.
* Ability to present and explain to senior officers, data analyses and reports, giving both formal and informal presentations.
* Use effective interpersonal skills to develop solutions to complex or contentious problems where there are a range of options, and the information is unclear or conflicting.

**Job requirements**

* Must have an appropriate DBS check.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Some work outside normal working hours may be required.