



Ministry of Housing,
Communities &
Local Government



Regulator of
Social Housing

Regulator of Social Housing

Recruitment of 3 x Board Members

Closing date: Sunday 6 December

Welcome



Fiona MacGregor, RSH Chief Executive

The [Regulator of Social Housing \(RSH\)](#) is responsible for the regulation of around 1,400 social housing landlords (often known as housing associations) and 200 local authorities who provide affordable homes. Together those 1,600 organisations provide a home to four million households in England. The importance of safe, secure, affordable housing has been underlined like never before in recent years, including by the tragedy at Grenfell Tower and the coronavirus pandemic.

The RSH has successfully delivered highly effective regulation of Registered Providers of social housing for many years. We became a standalone body two years ago. Our purpose is to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a wide range of needs.

Until now our regulation has largely focused on ensuring the housing associations we regulate are well governed and financially viable - to maintain lender confidence, protect social housing assets and the tenants who live in those homes.

With the forthcoming publication of the Social Housing White Paper, the government will set out its response to the Social Housing Green Paper and associated review of regulation, including its plan for the future of consumer regulation. This combination of maintaining our strong track record of economic regulation, whilst building our consumer regulation function, which also covers local authorities, make the board of the RSH an exciting place to be in the coming years.

You will be at the forefront of improving the experiences of social housing tenants, whilst making sure that the sector remains an active developer of new homes to help address the country's housing crisis.

I would like to encourage you to consider applying to join the board of the regulator at this exciting and challenging time. Our role is an important one – keeping the social housing sector in good shape to make a positive difference to the lives of social housing tenants.

Our board is essential in steering the strategic direction of the organization, bringing a range of financial, housing, regulation and consumer expertise and experience as set out in the accompanying job description. We hope to receive applications from a diverse range of individuals, we would particularly welcome candidates from a Black, Asian or Minority Ethnic (BAME) background.

Full details of the roles and responsibilities are set out in this document and I very much hope you will decide to apply.

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About The Regulator of Social Housing

The Secretary of State for the Ministry of Housing, Communities and Local Government (MHCLG) is seeking to appoint up to three new non-executive members to the Regulator of Social Housing (RSH). The new Board Members will help guide the next phase of the organisation's growth and development. We are open to applicants with a wide range of skills and backgrounds and would welcome hearing from applicants who have experience leading an organisation through significant change or reform. We hope to recruit up to 2 Board Members with consumer regulation experience and 1 with economic regulation experience.

This Government is committed to improving the lived experience of social housing tenants and will publish the Social Housing White Paper shortly. The Regulator plays a key role in protecting and empowering social housing tenants through a robust regulatory framework, and will therefore have a key role to play in delivering the reforms set out in the White Paper. This will be an exciting and challenging time to join the organisation.

The Regulator is one of the MHCLG's key arm's length bodies, ensuring that providers are well-run, financially sound and able to deliver the homes that are needed, and that existing tenants have landlords that provide homes that are safe and deliver a good service.

The Regulator is currently dealing, like many others, with a sector facing the unprecedented challenges posed by Covid-19. These challenges will continue for some time and ensuring the financial stability of the sector and overseeing the response of landlords will continue to be crucial for the Regulator. As an economic regulator overseeing a sector with access to approximately £100bn of private finance, this is the moment where the regulation and understanding of the sector is key in building market confidence and spotting financial issues before they arise.

The Regulator of Social housing is a small organisation in terms of people and operating budget, but key in terms to delivering services to the 4 million households who live in social housing and in terms of delivering Government objectives on housing. Not only does social housing account for 17% of households in England but social landlords (mainly housing associations) are on average responsible for over 20% of all new housing delivery in England in any given year. Therefore the Regulator's Board members are pivotal to the delivery of housing objectives to tenants and Government.

All of this is likely to provide a challenging task for new Board members of the regulator. The roles will require ensuring the organisation continues to deliver in these more challenging times, whilst ensuring that going forward it can respond and evolve to future policy changes and significant cultural change in the organisation.

Aims & Objectives of RSH

The Regulator of Social Housing was previously constituted as the Regulation Committee within the Homes and Communities Agency. The Regulator of Social Housing (RSH) became a stand alone Arms Length Body (ALB) on 1 October 2018.

The Regulator has two distinct roles set out in statute – these are in relation to (i) economic and (ii) consumer regulation.

The Regulator’s statutory economic regulation objectives applies to Private Registered Providers (commonly known as Housing Associations), with the Rent Standard also applying to local authorities from 2020. Economic regulation is currently the main activity of the Regulator. The objective, in summary, is to ensure that those providers meet standards set by the Regulator in relation to matters such as their financial viability, governance and value for money.

The Regulator’s statutory consumer regulation objective extends to all registered providers, both Private Registered Providers and stock owning local authorities. The Regulator’s main activity in this area is to set standards related to consumer regulation matters, which are principally in relation to the services that registered providers make available to their tenants. While the Regulator sets consumer standards, the primary responsibility for resolving issues with these is between landlords, tenants and their representatives at a local level – with ultimate recourse to resolve individual complaints, to the Housing Ombudsman. The Regulator of Social Housing can only intervene if a consumer standard has been breached and as a result, there is serious detriment or potential serious detriment to tenant.

The Economic and Consumer regulation standards are reflected in the current regulatory **framework** for social housing, which came into effect on 1 April 2015 and is regularly updated. The regulatory framework sets out the requirements that providers must meet (in particular, seven outcome-focused regulatory standards) and the way in which the Regulator carries out its functions.

The Regulator’s primary regulatory principle is co-regulation. This approach recognises that boards and, in the case of local authorities, councillors, are responsible for their organisation’s performance, compliance with regulatory standards and adherence to their own selected code of governance. The Regulator also has a statutory duty to exercise its functions in a way that is proportionate and minimises interference.

About the Roles

We hope to recruit up to two non-executive members with experience in consumer regulation and one with economic regulation experience.

The Board is responsible for:

- Supporting the Chair in establishing the Board's overall strategic direction in line with its statutory objectives and functions;
- Helping to ensure that the strategic direction and operation of the Regulator secures and maintains wide confidence in the viability and stability of the social housing sector both within Government, and with the sector's funders, and;
- Operating and exercising the Board's functions in accordance with the highest standards of conduct and probity and established good practice in decision making; and promoting the most effective and efficient use of resources.

The Board takes decisions on matters such as:

- Maintaining and developing the regulatory framework – to keep pace with changing sector risks and ensure an approach that can withstand emerging challenges;
- Regulatory standards, strategy on the use of registration powers for both non-profit and profit-making organisations.
- Strategy on enforcement and intervention;
- Strategy on proactive economic regulation;
- The use of financial and economic analysis, for example on the risk profile of the sector; and
- Delegation of regulatory functions.

Board members must act in accordance with the **Seven Principles of Public Life**.



Selection Criteria

Essential Criteria and experience for these roles:

- Director Level Senior Management experience and governance, including running or operating at a senior level in a large and/or complex organisation, with experience of working with or on a Board;
- Senior level experience of working within, or with, public sector organisations and interface with government;
- For the consumer regulation roles, we are looking for individuals with experience of driving excellent customer service – experience of delivering consumer regulation in any sector and/or running a large-scale customer service delivering a complex service or product, using customer feedback and corporate processes to drive improvement;
- For the economic regulation role we are looking for someone with experience of a senior executive leadership role in the social housing sector who can clearly articulate the sector’s drivers and operating model balanced with the ability to demonstrate an application of the principles of economic regulation and delivering a risk-based approach to regulation and making decisions based on complex financial products and models.
- We are looking for someone with experience in helping a sector balance its economic and commercial drivers with protecting customers and regulated assets.

Desirable criteria and experience for these roles:

- Experience of managing an organisation through corporate change.



Outline of the Terms and Conditions

Remuneration: Fixed annual salary of £11,000 per annum.

Time Commitment: Your time commitment is expected to be a maximum of 2 days per month.

Term Appointments will be made by Ministers, for a fixed initial period of up to 3 years. Appointments may be extended, subject to Ministerial approval.

Attendance: RSH Members are expected to attend meetings regularly. Erratic attendance may result in the termination of appointment.

Location: The location of the Regulator of Social Housing is at, Ground Floor, Fry Building, 2 Marsham Street, London, SW1P 4DF. Board meetings are customarily held at this location, however, some meetings may be held outside London.

Expenses and Subsistence: Reasonable travel and subsistence expenses incurred on RSH business will be reimbursed in accordance with RSH policies.

Conduct: If appointed, Members will be expected to act in accordance with the Cabinet Office [Code of Conduct for Board Members of Public Bodies](#).

Conflicts of interest: If appointed, Members should avoid situations in which their Regulator of Social Housing duties and private interests conflict or where there could be a suspicion of conflict. You must declare any personal or business interests which may, or may be perceived to, influence your judgements in performing your functions.

Political Activity: If appointed, Board Members should advise the Secretary of State if you intend to accept a prominent position in any political party and understand that the appointment to the Regulator of Social Housing may be terminated early, if it is felt that the positions are incompatible.

Annual Appraisal: The Chair of the Regulator of Social Housing Board, will conduct annual appraisals of Board Members. Board Members will not be eligible for re-appointment unless they have performed satisfactorily during their current term.

How to Apply

To apply for these roles please supply the following materials **by 12 Noon on Sunday 6 December 2020**.

Part 1: Curriculum Vitae – *max. 2 pages.*

Part 2: Covering Letter – Explaining how you meet the Selection Criteria – *max. 2 pages. Please make it clear at the top of your covering letter which of the roles (consumer or economic regulation) you would like to be considered for.*

Part 3: Further Information – Supplementary Information Form, Diversity Monitoring Questionnaire, Guaranteed Interview Scheme form, Conflict of Interest form, Other Relevant Information Declaration form.

Guidance that will assist with the completion of the Further Information forms will be provided alongside this Application Pack.

We cannot accept information and forms submitted with previous applications because your circumstances may have changed. Please email your completed application to the MHCLG Public Appointments Team at: publicappointments@communities.gov.uk **by 12 Noon on Sunday 6 December 2020**. Please include the reference “**Regulator of Social Housing Board Member**” in the subject of your email. Your application will be acknowledged by the Public Appointments Team. We are unable to accept any applications submitted after the closing date.

An Advisory Assessment Panel will consider your suitability for the role against the selection criteria, using initially only the evidence you have provided in your covering letter and CV, and then should you be invited, the information that you provide at interview.

Public appointments are made on the basis of merit, in accordance with the Cabinet Office Governance Code on Public Appointments.

Assessment Process

Timeline

Interview

Post-interview

The decision on who to appoint to a role is made by Ministers, who receive advice from the Advisory Assessment Panel on the suitability of candidates against the published [selection criteria](#).

Please note that as a consequence of this process, we can only provide an indicative timetable at this stage which could be subject to change – potentially at short notice. If you are unable to meet these timeframes, please let us know by contacting PublicAppointments@communities.gov.uk.



Advert Closing Date – 12 Noon on Sunday 6 December 2020

Shortlist – TBC

Interviews – TBC interviews will take place via videoconferencing

The Advisory Assessment Panel will be:

- Josh Goodman, MHCLG Director of Social Housing– Senior Sponsor of RSH – Panel Chair
- Simon Dow, Interim Chair of RSH – Representative of Regulator of Social Housing
- Lola Moses – Independent Panel Member

Assessment Process

Timeline

We aim to accommodate the availability of interviewees, but if they are unavailable for alternative dates that are offered we may have to disregard their application.

An email confirming the arrangements including date, time and venue will be sent to all short listed candidates. Copies of passports will need to be sent by candidates to the Public Appointments Team email in order to check candidates' identities and their right to work in the UK.

Interview

Interviews are usually held at 2 Marsham Street, London, SW1P 4DF, however due to current government restrictions, we will be conducting these interviews via Microsoft Teams.

Post-interview

Candidates considered by the Advisory Assessment Panel to be appointable will be recommended to the appointing Minister for consideration. The Minister may choose to meet with these candidates before making a decision. If so, the Minister will meet all appointable candidates in the presence of the Panel Chair or their nominated representative. The time taken between interview and a final appointment decision being made can sometimes take a number of weeks. Candidates who have been interviewed will be kept informed of progress.

Assessment Process

Timeline

Public appointments are made on the basis of merit, in accordance with the Cabinet Office Governance Code on Public Appointments.

The decision on who to appoint to a role is made by Ministers, who receive advice from the Advisory Assessment Panel on the suitability of candidates against the published [selection criteria](#).

Interview

Following the Ministerial decision on appointment, letters will be sent to all shortlisted candidates with the result. The successful candidate will be sent a letter of appointment to sign and return. They will also be asked to provide a biography to accompany the press notice announcing their appointment to the Board.

Post-interview

Please note that due to the high volume of applications we can only provide feedback to candidates who reached the interview stage. The feedback can only be issued once the Minister has publicly announced the successful candidate.

Further Information

Seven principles of public life and ensuring public confidence

Given the nature of public appointments, it is important that those appointed as members of public bodies maintain the confidence of Parliament and the public. If there are any issues in your personal or professional history that could, if you were appointed, be misconstrued, cause embarrassment to the Regulator of Social Housing, MHCLG or HM Government, or cause public confidence in the appointment to be jeopardised, it is important that you provide details of the issue(s) in your supporting letter and/or your declaration in the Conflict of Interest form and bring them to the attention of the Advisory Assessment Panel. In considering whether you wish to declare any issues, you should also reflect on any public statements you have made, including on social media.

The Advisory Assessment Panel will explore potential conflicts of interest and any other issues during the interview process. Failure to disclose such information could result in an appointment either not being made or being terminated. Should you wish to speak to someone concerning a potential conflict of interest or other issues please contact a member of the Public Appointments team at publicappointments@communities.gov.uk in the first instance.

The Seven Principles of Public Life

Selflessness

Holders of public office should act solely in terms of the public interest.

Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other benefits for themselves, their family or their friends. They must declare and resolve any interests and relationships

Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using best evidence and without discrimination or bias.

Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for doing so.

Honesty

Holders of public office should be truthful.

Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.



Further Information

Diversity: MHCLG is committed to ensuring equality of opportunity and that all our systems and processes are fair, open and objective. We endeavour to promote this approach in those with whom we come into contact. We are responsible for ensuring that the highest principles of equal opportunities policy are put into effect.

MHCLG makes no distinction between people on grounds of their race, ethnic or national origin, age, religion or belief, sex, marital status, disability, part-time status or sexual orientation.

We hope to receive applications from a wide range of individuals and backgrounds.

Eligibility: Candidates must ensure that they are eligible to work in the UK.



Further Information

Contact Details for Queries

All applications will be acknowledged within 5 working days of receipt. If you have not received an acknowledgement within 7 working days of submitting your application, please email the Public Appointments Team at publicappointments@communities.gov.uk to ensure we have received your application. You can also contact us using these details if you would like further information on the role, the application process or the progress of your application.

Email: publicappointments@communities.gov.uk

Telephone: 07845 576 984 – Alena Ahmed

Post: Public Appointments Team, Ministry of Housing, Communities and Local Government, 1st Floor NE, Fry Building, 2 Marsham Street, London, SW1P 4DF

Commissioner for Public Appointments and Compliance with GDPR

In accordance with the Public Appointments Order in Council 2017 2(2), we will process your application in accordance with the General Data Protection Regulations and Data Protection Act 2018. Your data will be held securely and access will be restricted to those dealing with your application or involved in the recruitment process. The Commissioner for Public Appointments, may also request access as part of a complaint investigation or review of the recruitment process. Your data will be stored for up to two years and processed for the purpose of the recruitment process, diversity monitoring and, if successful, your personal record. If appointed, your data will be stored for the duration of your tenure and may be shared with the organisation that you are appointed to, unless specifically requested otherwise. Should you wish your data to be removed from our records, please contact publicappointments@communities.gov.uk.

Complaints

If at any time during the appointments procedure you have reason to question your treatment, you should first address your concerns to the administration team by email: PublicAppointments@communities.gov.uk or by post: Public Appointments Team, Ministry of Housing, Communities and Local Government, 1st Floor NE, Fry Building, 2 Marsham Street, London, SW1P 4DF.

If after investigation by the Department you remain dissatisfied, you may take your complaint to the Commissioner for Public Appointments. Details on how to make a complaint can be found on the Commissioner's website at: <https://publicappointmentscommissioner.independent.gov.uk/regulating-appointments/investigating-complaints/>. Complaints should be lodged within 12 months of the appointment being made.

