

YMCA CHELTENHAM - JOB DESCRIPTION

POSITION TITLE:	Regulatory Compliance Manager
LOCATION:	Based at Vittoria Walk, Cheltenham but working across all YMCA Cheltenham sites. Hybrid working eligible.
RESPONSIBLE TO:	Head of Housing, Policy & Performance
SALARY:	YMCA Cheltenham BAND C TIER 1 (Expected to Progress)
HOURS OF WORK:	37.5 hrs per week.

JOB PURPOSE

YMCA Cheltenham operates within a number of regulatory frameworks across all areas of its Services and Operations. We are committed to maintaining the highest standards of compliance and regulatory adherence to ensure the integrity and success of our work and in supporting those most in need.

The Regulatory Compliance Manager is responsible for ensuring that all aspects of the organisation comply with relevant laws, regulations, and internal policies. This role involves developing, implementing, and managing compliance programs, conducting risk assessments, and providing guidance to various departments.

In some cases, the Regulatory Compliance Manager will act as the primary liaison with regulatory bodies.

The Regulatory Compliance Manager will:

- Work under the direction and leadership of the Head of Housing, Policy & Performance.
- Be part of the Management Team of the Housing, Policy & Performance department.
- Determine, assess and ensure the delivery of the organisation's regulatory compliance needs.
- To be the organisational lead in reviewing, developing and ensuring the completeness of the YMCA Cheltenham suite of policies and procedures.
- Help drive organisational excellence by ensuring that policies, procedures and other compliance-related infrastructure are all fit for purpose and in accordance with legislative and regulatory requirements.
- Ensure all parts of the organisation meet the regulatory compliance standards established.
- Contribute to annual business and strategic planning within specific areas of responsibility.
- Be expected as a member of the Management Team, to support a culture of excellence and to demonstrate values-led management.
- Help drive organisational excellence by ensuring the standards, policies, procedures and other related infrastructure are all based upon best practice principles and are fit for purpose in supporting the on-going work of the organisation.
- Analyse and interpret data to support the Head of Housing, Policy & Performance, and to provide the organisation clear insight into its own performance standards.
- Work supportively with the SLT, staff teams, HR and Management Teams to ensure the achievement of objectives.

KEY DUTIES & RESPONSIBILITIES

1. Develop and implement comprehensive compliance programs and policies according to the needs of the organisation.
2. Monitor and interpret regulatory changes and ensure the company's adherence to new requirements.
3. Conduct regular risk assessments and audits to identify potential compliance issues.
4. Liaise with the Training and Professional Standards Manager to ensure the provision of training and support to employees on compliance-related matters.
5. To act as the 'Complaints Officer' for the purpose of the Housing Ombudsman.
6. Liaise with regulatory bodies and ensure timely and accurate reporting.
7. Investigate and resolve compliance issues and breaches.
8. Act as the lead for GDPR issues and carry out appropriate action as directed by the Data Controller.
9. Maintain accurate and up-to-date records of compliance activities and documentation.
10. Work collaboratively with other departments to support and ensure a coherent and organisation-wide approach to regulatory compliance.
11. Monitor regulatory compliance against specific requirements of individual regulatory bodies including:
 - Regulator of Social Housing
 - Housing Ombudsman
 - OFSTED
 - NACCC
 - Charity Commission
 - Pensions Regulator
12. Prepare and present reports on Regulatory Compliance as may be required.
13. To help establish and deliver plans to achieve full regulatory compliance in all aspects of service delivery and organisational function.
14. To develop and promote strong partnership working with key external stakeholders, including County and Local Authority partners.
15. To support the Chief Executive in ensuring the organisation is served by the most appropriate and highly skilled external professional advisors, consultants and other representatives.
16. To support the development and drafting of bids and tendering for commissioned or contracted services on behalf of the Charity.
17. Contribute to ensuring that standards, processes and other infrastructure requirements are in place to meet regulatory requirements and performance commitments in relation to commissioned and other contracted services.

18. To support the organisation's efforts to achieve Value for Money standards across all areas of its operations.
19. To represent YMCA Cheltenham in any external group, committee or other forum relevant to the regulatory compliance function of this role.
20. To carry out additional responsibilities and projects as may be required and assigned by the Head of Housing, Policy & Performance.
21. To prepare reports for the Head of Housing, Policy & Performance as may be required to inform departmental and strategic decision making and to support the good governance of the Charity.
22. To manage, under the leadership of the Head of Housing, Policy & Performance, all organisational policy development, and ensure policy implementation through the establishment of structures and organisational awareness.
23. To measure existing policies and procedures against current best-practice standards or objectives, and institute changes or improvements as best practice or appropriate standards of excellence may require.
24. To oversee the management of housing and related income streams to ensure that the Charity maximises income across all areas for which the post holder has lead responsibility.
25. To support the introduction and maintenance of any and all Policies or Processes that may be designated or required by the Head of Housing, Policy and Performance, or CEO.
26. To carry out additional responsibilities and projects as may be required and assigned by the Head of Housing, Policy and Performance.
27. To prepare reports for the Head of Housing, Policy and Performance as may be required to inform departmental decision making and support the good governance of the Charity.

PROFILE

The ideal candidate for the role of Regulatory Compliance Manager will possess:

- Experience of working within a regulatory framework.
- Experience of developing or delivering regulatory compliance.
- Experience of management in a related field or with clearly transferrable skills.
- Evidence of good analytical abilities.
- Ability to understand complex data and communicate said data in ways that are appropriate to the audience in question.
- Experience in managing projects and contributing to strategic or business development.
- Experience of developing and delivering training programmes.
- Level 5 in a relevant qualification or a desire to achieve this.
- Minimum of RQF 3 in management or a desire to achieve this qualification.
- Demonstrates integrity and ownership of issues and making well-reasoned decisions, respecting the views of others.

- Ability to work flexibly as a team member, contributing to a wide range of challenges, planning and prioritising own and team work programmes to tight deadlines.
- Experiencing of contributing to the preparation of tenders for commissioned services.
- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in fluid and fast-moving environments.
- Excellent attention to detail and accuracy.
- Effective interpersonal and influencing skills.
- Maintaining good working relationships across a range of staff levels both internally and externally.
- Comfortable in dealing with the public and in representing the organisation to the public as may be necessary.
- As a member of the Management Team, you will be expected to demonstrate and lead on the values, initiatives and culture of the organisation.
- Support the Christian ethos of the Association in all aspects of the work.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

In April 2022, the Family Space charity merged with YMCA Cheltenham.

Family Space was also established as a Christian organisation and worked with families. The main Family Space services at the time of the merger were a mum's group, Stay and Play, Playgroup, Contact Centre and holiday activity.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discrete, Ethical and Respectful to all.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of the Regulatory Compliance Manager but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Head of Housing, Policy & Performance.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.