

JOB DESCRIPTION

Job Title	Policy & Risk Officer
Position Number(s)	544921
Department	Service Improvement & Performance
Section or Service	Policy & Performance
Salary	£36,000 to £48,600
Hours	36 hours per week – Monday to Friday

DESIGNATION:

Responsible to:	Policy & Performance Manager
Employees directly supervised (if applicable):	N/A

1. JOB PURPOSE:

- To ensure that Housing Management has a robust and up to date policy framework for all areas of its operation
- To act as Housing Management's Subject Matter Expert on policy formation and the management of risk
- To implement and oversee the strategy and infrastructure for the ongoing identification, assessment, management and control of risk across the Housing Management

2. DESCRIPTION OF DUTIES:

Policy

- Maintain an up to date register of all Housing Management strategies, policies and procedures: to include their owners, details of Equality Impact Assessments (EqIAs) and dates for review
- Work closely with officers across Housing Management to ensure appropriate strategies, policies and procedures are in place for all areas of activity
- Carry out EqIAs for all strategies, policies and procedures to ensure no direct or indirect discrimination against the customer groups protected under the Equality Act 2010
- Co-ordinate the development and regular reviews of Housing Management's policies and procedures, ensuring that the appropriate teams and customers are consulted on any changes, and legislative updates and best practice are incorporated
- Lead on the research and benchmarking of Housing Management's approach to its services to feed into the formation of policy
- Regularly review customer feedback to identify any procedural changes required to improve service delivery
- Produce regular briefings for Housing Management and the Housing Management Team (HMT) on policy developments and legislative/regulatory changes

Risk management

- Develop, implement, review and maintain Housing Management risk management strategy, policy and procedure
- Identify, quantify and evaluate Housing Management's risks, including emerging risks, ensuring the risk map accurately reflects the latest position and minimises exposure
- Prepare all reports needed to effectively manage Housing Management's risks i.e. for HMT and the Scrutiny Committee
- Liaise with risk owners to agree and implement appropriate mitigation activities, updating the Housing Management risk map accordingly
- Regularly review Housing Management's risk appetite for all areas of operation, reflecting the different tolerance levels within the risk map
- Provide advice to HMT on the management of the risk profile, bringing potential risks to their attention as they arise

Cross-cutting

- Keep up to date with all legislation and best practice developments relevant to Housing Management's activities, and ensure that these are reflected within its strategies, policies, procedures and risk management framework
- Produce/present reports relating to the post holder's areas of work for a range of audiences, including customers, ensuring all information is relevant and presented appropriately
- Liaise with the Royal Borough of Kensington and Chelsea's Internal Audit Team to ensure that Housing Management's arrangements for managing the policy framework and risk are regularly reviewed within the audit programme

- Facilitate and provide support to Housing Management through the provision of advice, assistance and education/training in relation to policy and risk management principals and processes
- To represent Housing Management at external policy and risk management forums
- Ensure the HMT is kept updated on all policy and risk issues affecting Housing Management's service delivery and the 3rd parties working on its behalf
- Provide information to support and inform Housing Management's annual Statement of Internal Control
- Provide support, education and training to build policy and risk awareness within Housing Management

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Policy & Risk Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Essential qualifications/knowledge and experience: <ul style="list-style-type: none"> • Detailed knowledge of policy development, including the completion of Equality Impact Assessments • Relevant work experience, including practical knowledge of processes as they relate to Equalities legislation and policy formation • Ability to demonstrate extensive experience of risk management • Able to make sound judgements and work with colleagues to identify and mitigate risks • Ability to communicate effectively with internal/external people at all levels, with excellent written communication skills • Ability to work independently with strong influencing skills • A good understanding of Equality, Diversity and Inclusion • Confidently able to provide advice to staff at all levels across the Housing Management

	<ul style="list-style-type: none"> • Able to maintain a high level of confidentiality and discretion, and deal with information with tact and understanding • Excellent written communication skills, including report writing for a range of audiences • Proficient in MS packages e.g. Word, Excel, Outlook, PowerPoint and SharePoint
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OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
PUTTING COMMUNITIES FIRST We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient	<ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others 	<ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
RESPECT We listen to everyone and value the personal experiences of people in our communities and of each other We adopt a fair, and involving approach regardless of any way in which an individual is different to us	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs 	<ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly
INTEGRITY We act with openness, honesty, compassion, responsibility and humility. We let people know what we are doing and communicate why and how decisions have been made.	<ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome 	<ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued
WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. We want to understand, learn from each other and continually adapt	<ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice 	<ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas