



Setting Standards for  
Retirement Communities

# Job Pack

Compliance Engagement Manager

The Associated Retirement Community Operators (ARCO) is the main body representing the retirement community sector in the UK.

<b>Job title:</b>	<b>Compliance Engagement Manager</b>
<b>Salary:</b>	£32-37k PA
<b>Type:</b>	Permanent
<b>Hours per week:</b>	37.5 (with potential for some flexibility)
<b>Location:</b>	London (Tooting)
<b>Start date:</b>	As soon as available
<b>Accountable to:</b>	Head of Regulation & Compliance

## Introduction

**An ageing population. The housing crisis. Our health and social care systems under intense pressure.**

**We work hard to solve all of these issues – at the same time.**

Our vision is for all older people to have the option to live in high quality Retirement Communities in their later years. Retirement Communities maintain independence, foster friendships and ease loneliness – they create positive outcomes for older people and their families. They also provide a benefit to our public services, free up housing for all generations, and make a huge contribution to our health and social care economy. And residents love them, as evidenced by satisfaction surveys. If that's not something worth getting involved in, what is?!

## The Retirement Community sector

Retirement Communities are about more than bricks and mortar – and are also about more than care. They are about buying or renting high quality housing with a safety net of services to go along with it. Still not sure what it is? You are not alone – communicating a clear vision of what our sector provides is one of the key challenges ARCO is currently engaged in.

The sector is still in its infancy in the UK – only 0.6% of over 65s live in a Retirement Community. If we were to reach only half the levels seen in other countries with more mature markets, we'd need to build around 250,000 homes by 2030, which is our vision.

Doing so will require spending £60 billion along the way, so the opportunities are huge, and we need your input to make it happen.

## Setting Standards for Retirement Communities

In the UK, sector regulation and legislation for Retirement Communities is still in its infancy, and lags behind the dedicated sector-specific legislation found in countries with much higher levels of provision. Therefore, ARCO has put in place its own **Consumer Code**, designed to drive up standards and consumer confidence, which represents an excellent starting point for future Retirement Community regulation in the UK.

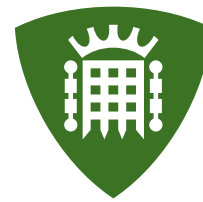
The ongoing development of our self-regulatory function and the development of sector-specific legislation has become an even more critical focus for ARCO. Our **Vision 2030** is the governing principle of ARCO's activities, and the Board has chosen to focus on the following three priorities over the next several years:



A clear customer proposition



Effective self-regulation



Sector-specific legislation



Our new Head of Regulation & Compliance, working in conjunction with the Executive Director, Board, and other key partners, will tackle the exciting challenge of developing a framework of recommended sector-specific legislation, creating what could be the basis of the Retirement Communities Act UK.

The standards and compliance programme has previously been managed within existing structures in ARCO. With our expanding and dedicated focus on regulation and legislation, we are recruiting for both a new Head of Regulation & Compliance and a Compliance Engagement Manager. They will form the new *Regulation & Standards* function in ARCO, alongside *Membership & Operations* and *Policy & External Affairs*, all under the leadership of the Executive Director and Board.

## About you

In this role, you will be making a difference today. But the real impact of your work will be measured by whether the Retirement Community sector will have reached its potential in 10, 20 and even 50 years' time – currently, we are busy laying the foundations to redefine the future of housing, care, and support for our ageing population.

So we want your experience, your intelligence, and your enthusiasm for the work we do.

We need someone who shares our passion for improving the lives of older people.

We need someone who's a team player, energetic, adaptable, resourceful, and collaborative, who is keen to take responsibility, continually develop, and consistently deliver to a high standard.

You will have excellent communication and customer service skills and enjoy liaising with ARCO members, the Standards Committee, assessors, and the public, building authentic and responsive relationships.

You will be highly organised, have keen attention to detail, and a commitment to keeping ARCO's self-regulatory function running smoothly.

It's an unusual role, as we need someone with a mix of abilities in: on the one hand communication and

people skills, and on the other hand processes and organisation. You'll need to be flexible, personable, and empathetic as well as precise, thorough, and scrupulous.

You will be ethical, honest, and just, and able to deal with real or perceived conflicts of interest in a straightforward, transparent, and responsible manner, engendering confidence and trust.

You will be self-motivated to achieve, and enjoy exceeding expectations. You will have resilience, creativity, imagination, and the ability to think things through and communicate your ideas.

This role is for someone who wants to do something really worthwhile, who wants to make things happen and be part of something big and meaningful.

We know that the right candidate has an exciting career ahead of them and will want to grow and develop their skills and experience in their time with us. We are highly committed to supporting your development and recognise that after a few years you may grow out of this role and take on a new role at ARCO or elsewhere. In doing so you will have delivered a huge amount for our sector and helped to make ARCO even more successful.

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## Purpose of the role

To manage ARCO's standards and compliance function – acting as the primary liaison between members, external assessors, the Standards Committee, and ARCO, as well as managing the assessment programme, complaints, and reputational risks.

## Benefits of the role

- 25 holiday days per year, exclusive of bank holidays and any other time the office may be closed
- Employer pension contribution
- Flexible working hours
- Opportunities for training and personal development

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## About us

We are a small team but we get things done, because everyone mucks in. And because we're small, we all have the chance to experience and be involved in all aspects of the organisation's work. If you have a passion for hierarchy, legacy systems and an unwavering belief in never questioning the status quo – this role is not for you.

ARCO is seven years old, but we're pretty grown up – with 10 members of staff (including you), and a network of 30+ operating members and 60+ affiliates, we provide sector-leading insight, events, and influence (our members describe us as "punching well above their weight").

Our members are a combination of private companies, charities, and housing associations – what unites us is a joint commitment to older people's wellbeing; providing choice, enabling independence, and delivering high-quality housing and services.

With all of the self-regulatory and policy work that we do, this also means that we need to engage with a wide network of stakeholders, including central government, local government, advocacy organisations, regulators and the media, while working with our current members and affiliates and recruiting new ones – we keep busy!

## Key tasks of the role

### 1) Standards programme liaison

- a) Being the primary liaison between members, external assessors, the Standards Committee, and ARCO.
- b) Building and maintaining positive relationships with members, particularly nominated Code Compliance Officers, offering a supportive as well as critical friend function.
- c) Building and maintaining positive relationships with assessors, overseeing their delivery of ARCO assessments, and managing any disagreements between members and assessors.
- d) Keeping other ARCO team members apprised of standards needs, issues, and accomplishments, and liaising with comms or membership colleagues as needed to resolve any cross-cutting issues.
- e) Supporting the Standards Committee and the Committee Chair (alongside the Head of Regulation & Compliance). Keeping them apprised of urgent matters on an ongoing basis and providing progress reports and holding regular meetings (typically quarterly) to sign off changes or resolve issues.
- f) Keeping ARCO's Steering Group and Board updated on standards matters, providing monthly progress reports, and bringing any recommendations from the Standards Committee that need to be signed off by the Board (alongside the Head of Regulation & Compliance).

### 2) Standards programme management

- a) Administering the annual standards and assessment programme, including managing the database of communities and Code compliance officers, and ensuring the appropriate number and type of communities are assessed, per member, each year.
- b) Overseeing the assessment process sign off for new and existing members, and the process of becoming an ARCO Approved Operator.
- c) Helping to develop, update, and adapt the standards programme, Consumer Code, and assessment programme as needed.
- d) Developing and delivering member resources and training to support self-regulation (in partnership with colleagues).
- e) Working with the wider team to continue integration of the standards function within ARCO's wider IT infrastructure.

- f) Handling the finance business processes relating to standards functions, primarily checking external consultant invoices and ensuring appropriate invoicing of members for assessments.
- g) Collecting metrics on the standards programme and reporting them to the Standards Committee and Board.

### 3) Complaint and reputational risk management

- a) Managing ARCO's complaints procedure, and managing complaints brought to ARCO, by residents or customers, relating to our members.
- b) Ensuring complaints are triaged appropriately, and liaising between the complainant, member, Standards Committee, and assessors in the case of serious complaints.
- c) Maintaining oversight of potential standards-related reputational risks concerning any ARCO member or ARCO's standards programme. Liaising with the member, reporting to the Standards Committee and Board, and keeping the rest of the ARCO team apprised.
- d) Maintaining awareness of issues which could impact on confidence in the sector, and responding rapidly alongside the policy and comms team when issues arise involving the press.
- e) Handling any internal complaints about ARCO's standards and compliance functions.

### 4) Other tasks and requirements

- a) Supporting (and being supported by) the Head of Regulation & Compliance with any other standards functions necessary for the role.
- b) Supporting the delivery of ARCO's annual conference and other key events.
- c) Supporting the delivery of ARCO's Vision 2030 priorities, or any other key ARCO projects or priorities as may arise, along with the rest of the executive team.
- d) Contributing to the production of content for web, intranet, member bulletins, email, and print, typically about standards and compliance matters.
- e) Being willing to travel during the course of your duties with possible overnight stays away from home.
- f) Undertaking any other duties commensurate with the purpose and remit of the post.

## Person Specification

<b>Education</b>	
Degree educated	<b>Essential</b>
Commitment to continuing professional development	<b>Essential</b>
<b>Experience &amp; Skills</b>	
Self-motivated and pro-active with a high level of accountability	<b>Essential</b>
Excellent people skills, personable and empathetic	<b>Essential</b>
Ability to work to a fast-pace and manage multiple workloads	<b>Essential</b>
Excellent verbal and written communication skills	<b>Essential</b>
Ability to think creatively and flexibly	<b>Essential</b>
Adaptable, resourceful, resilient, and with a can-do attitude	<b>Essential</b>
Highly organised with excellent attention to detail	<b>Essential</b>
Willingness to work flexibly and to tight timescales	<b>Essential</b>
Comfortable in a small team, working in a variety of roles	<b>Essential</b>
Proficiency with Microsoft Office	<b>Essential</b>
Experience with complaints handling, mediation, and/or managing conflicts of interest	<b>Desirable</b>
Experience with self-regulation, quality assurance, and/or compliance programmes	<b>Desirable</b>
Experience of risk management and/or crisis communications	<b>Desirable</b>
Experience of resource development, training, and/or analytics	<b>Desirable</b>
Background working in health, social care, and/or housing	<b>Desirable</b>
Aptitude and experience using CRMs	<b>Desirable</b>
<b>Values-based requirements</b>	
Highly responsible, ethical, honest, and just	<b>Essential</b>
Committed to the principles of equal opportunities and diversity	<b>Essential</b>
Having a genuine interest in the health, social care, and housing field	<b>Essential</b>
Having a genuine interest in promoting the wellbeing of older people	<b>Essential</b>
Committed to being an ambassador for ARCO's <b>mission</b> and <b>vision</b>	<b>Essential</b>

This information will be used as part of the shortlisting process.

## The team you'll be working with



**Michael Voges**  
Executive Director



**Ellie Pyemont**  
Head of Operations & Membership



**Gareth Lyon**  
Head of Policy & Communications



**Katie Draper**  
Membership & Communications  
Coordinator



**Tade Muyiwa-George**  
Membership & Communications  
Coordinator



**Natasha Tomlinson**  
Executive Assistant

Please see **Our Team** for more information on each of our team members.

ARCO keeps growing! We are also currently recruiting for a:

- Head of Regulation & Compliance
- Policy & External Affairs Officer
- Team Assistant

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## How to apply

Please apply with the following:

- A concise and precise covering letter detailing why you are interested in this position and clearly explaining how you meet the person specification.
- A short CV (maximum of 2 pages), which should clearly outline any relevant experience to date.

Please note that the closing date for applications is at midnight **Sunday 15 September 2019**.

Please send your application to **recruitment@arcouk.org**

- We will conduct initial interviews by phone between 19-24 September.
- Candidates progressing to the next round will be asked to complete online assessments between 25-29 September.
- Successful candidates will be invited for an interview on 1-3 October 2019.

Our preference is for the successful candidate to start as soon as possible, although we are willing to adjust timescales depending on notice periods and availability.

***Please note we will not be able to give feedback to every applicant, but we will provide feedback to every candidate we invite to interview.***



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## Associated Retirement Community Operators (ARCO)

The Heals Building, Suites A&B, 3rd Floor  
22-24 Torrington Place, London WC1E 7HJ

Trident Business Centre, 89 Bickersteth Road  
Tooting, London, SW17 9SH

**Email:** info@arcouk.org

**Twitter:** @ARCOTweets

For more information on ARCO, visit:

**www.arcouk.org**