



Setting Standards for
Retirement Communities

Job Pack

Head of Regulation and Compliance

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

Job title:	Head of Regulation & Compliance
Salary:	£70-80k PA
Type:	Permanent
Hours per week:	37.5 (with potential for some flexibility)
Location:	London (Tooting)
Start date:	As soon as available
Accountable to:	Executive Director

WANTED

The architect of the future legal and regulatory framework bringing together housing, health and social care in the UK!

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 need to be ambitious and driven to create something new – not only developing and finessing ARCO's self-regulatory function but also laying the groundwork for sector specific legislation.

You will need to be a strategic thinker with a strong grasp of the big picture, the ability to synthesise many disparate elements into a comprehensive whole, while also having a keen eye for the detail needed to make sure we end up where we're aiming to go!

You will be highly organised, precise, thorough, and scrupulous, with a commitment to keeping ARCO's self-regulatory function running smoothly, to model effective regulation for the sector.

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 have excellent communication skills and the ability to work effectively with a wide variety of partners across business, government, and the third sector, building authentic and responsive relationships.

You will have strong project and people management skills, working closely with the Compliance Engagement Manager to manage relationships with ARCO members, the Standards Committee, assessors, and the public.

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.

Purpose of the role

To lead ARCO's Regulation & Standards function – provide oversight over ARCO's standards and assessment programme, continually improve our self-regulatory function, and develop a recommended legislative framework for the Retirement Community sector.

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

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) Self-regulation oversight

- a) Whole system oversight and leadership of ARCO's self-regulatory function, including the annual standards and assessment programme and processes.
- b) Ongoing development and improvement of the standards programme, Consumer Code, and assessment process, including ensuring our self-regulatory function keeps current with any legislative changes.
- c) Building and maintaining positive relationships with, and liaising between: members, external assessors, the Standards Committee, and the ARCO team, as well as supporting the Compliance Engagement Manager as primary liaison.
- d) Supporting the Standards Committee including the Committee Chair, 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.
- e) 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.
- f) Overseeing ARCO's complaints procedure, external and internal complaints, and any arising reputational risks.
- g) Identifying areas and issues which could impact on confidence in the sector. Proactively engaging with these issues within the self-regulatory framework, and working with the Head of Policy & Communications to respond to any issues that arise.
- h) Supporting colleagues with complaints handling, and in the case of very serious complaints or reputational risk, liaising between the complainant, member, Standards Committee, assessors, and/or press, as needed.
- i) Developing and delivering member resources and training to support self-regulation.

2) Sector-specific legislation development

- a) Engaging with government, partners, and colleagues on areas of sector specific legislation (e.g., Law Commission/MHCLG review of event fees, Lord Best's commission on managing agents) to achieve sensible, practical solutions and positive outcomes for the sector.
- b) Engaging with government, partners, and colleagues on any areas of legislation not specific to but which impact on the sector, where this may have an impact on sector-specific regulation or legislation.

- c) Developing the policy modules for complex areas where legislation is absent and sector-specific legislation is needed (e.g., fixed service charges, new models of tenure, consumer protection structures) through research, working groups, and other methods.
- d) Developing an overall framework that could form the basis of the Retirement Communities Act UK.
- e) Maintaining a strong link between self-regulation and legislation – and incorporating recommendations for sector-specific legislation into our regulatory functions as appropriate in the interim, to model effective regulation for the sector.

3) Leadership and management

- a) Line managing the Compliance Engagement Manager.
- b) Managing the relationship with any external assessors, and both the Chair and individual members of the Standards Committee.
- c) Responsibility to the Board for ongoing maintenance and development of the Regulation & Standards function.
- d) Keeping the executive management team and other ARCO team members apprised of regulation and standards needs, issues, and accomplishments, liaising as needed to resolve any cross-cutting issues.
- e) Alongside the rest of the executive management team, leading ARCO through strategic development, effective communication, and maintaining a positive team culture.
- f) Ensuring the accurate and effective management of the ARCO budget allocated to the Regulation & Standards function, including supporting internal and external reporting.

4) Other tasks and requirements

- a) Supporting the delivery of ARCO's annual conference and other key events.
- b) 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.
- c) Contributing to the production of content for web, intranet, member bulletins, email, and print, typically about regulation or legislation.
- d) Being willing to travel during the course of your duties with possible overnight stays away from home.
- e) Undertaking any other duties commensurate with the purpose and remit of the post.

Person Specification

Education	
Degree educated	Essential
Commitment to continuing professional development	Essential
Experience & Skills	
Experience developing policy, guidance, and/or legislation	Essential
Self-motivated and pro-active with a high level of accountability	Essential
Strong analytical skills, with aptitude for creative problem solving	Essential
Highly organised and accurate, with excellent attention to detail	Essential
Adaptable, resourceful, resilient, and with a can-do attitude	Essential
Excellent verbal and written communication skills	Essential
Strategic thinker with facility for both seeing the big picture and getting the details right	Essential
Capacity to synthesise varied and disparate elements into a comprehensive whole	Essential
Ability to form and maintain productive working relationships with a wide variety of people	Essential
Ability to work to a fast-pace and manage multiple workloads	Essential
Willingness to work flexibly and to tight timescales, with minimal supervision	Essential
Comfortable in a small team, working in a variety of roles	Essential
Proficiency with Microsoft Office	Essential
Experience with self-regulation, quality assurance, and/or compliance programmes	Desirable
Experience with complaints handling, mediation, and/or managing conflicts of interest	Desirable
Experience of risk management and/or crisis communications	Desirable
Experience of resource development, training, and/or analytics	Desirable
Background working in health, social care, and/or housing	Desirable
Values-based requirements	
Highly responsible, ethical, honest, and just	Essential
Committed to the principles of equal opportunities and diversity	Essential
Having a genuine interest in the health, social care, and housing field	Essential
Having a genuine interest in promoting the wellbeing of older people	Essential
Committed to being an ambassador for ARCO's mission and vision	Essential

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:

- Compliance Engagement Manager
- Policy & External Affairs Officer
- Team Assistant

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 the week of 23 September.
- Candidates progressing to the next round will be asked to complete online assessments between 27 September and 2 October.
- Successful candidates will be invited for an interview on 7 or 8 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.



Associated Retirement Community Operators (ARCO)

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For more information on ARCO, visit:

www.arcouk.org