

## ROLE PROFILE

<b>Job Title:</b>	<b>Policy &amp; Regulations Manager</b>	<b>Reports to:</b>	<b>Head of Operations</b>
<b>Based at:</b>	Holly Walk, Leamington Spa	<b>Date:</b>	<b>January 2015</b>
<b>Hours</b>	09:00 – 17:00 - Monday to Friday		

### Job Purpose

To ensure that ENTRUST is able to develop clear and consistent policy on and operational delivery of the Landfill Communities Fund, including:

- Making recommendations to change the Landfill Tax Regulations 1996 (Regulations);
- Providing stakeholders with practical advice and guidance;
- Managing the enrolment and project approval processes, to ensure that all registrations activity is in compliance with the Regulations;
- Supporting the Compliance and Enforcement Teams; and
- Assisting in the effective management of the Company.

### Key Results Areas

### Typical Tasks

**Enhance the regulation of the LCF, by undertaking policy reviews of the Regulations and other areas as required to ensure that the overarching regulatory framework remains fit for purpose**

Manage all policy reviews and issue reports on the findings of these policy reviews. This process may involve:

- Running consultation exercises;
- Running evidence gathering exercises;
- Managing focus groups;
- Drafting policy recommendations for the Board and HMRC;
- Issuing final reports to HMRC; and
- Implementing policy changes.

**Ensuring ENTRUST's guidance documents, advice and forms remain current and fully comply with the Regulations**

- Provide clear consistent advice and guidance to stakeholders and other members of staff on the application of the Regulations;
- Respond to queries from stakeholders and third parties;
- Continual review to ensure that all of ENTRUST's guidance, advice and forms remain up to date;
- Conveying policy, regulatory and guidance changes to stakeholders; and
- Ensuring the website information is always up to date.

**Induction and Training**

- Develop a comprehensive annual induction and training programme to support EBs' compliance with the Regulations;
- Deliver the annual programme through a variety of training methods, meeting the needs of stakeholders; and
- Produce an annual evaluation of the programme, making recommendations for change and improvement.

**Registration and enrolment process**

- Take the lead on engagement with stakeholders in relation to the registration process, ensuring satisfaction, and strive for

	<p>improvements in service delivery;</p> <ul style="list-style-type: none"> <li>• Ensure the processes are fully documented and incorporated into the Quality Management System;</li> <li>• Attending Review Panel meeting to discuss project rejections;</li> <li>• Influence the strategic direction, via the Senior Management Team (SMT), of ENTRUST's registration process by proactive stakeholder management making evidence based proposals for improvements; and</li> <li>• Contribute to stakeholder engagement activities through the use, for example, of satisfaction surveys or other means, in partnership with the wider Operations Team.</li> </ul>
<p><b>Support the Operations Team with the ongoing development of the Company's stakeholder database (EOL)</b></p>	<ul style="list-style-type: none"> <li>• Recommending improvements as appropriate;</li> <li>• Producing and maintaining written procedures; and</li> <li>• Specifying the technical needs of the business liaising with the IT Team.</li> </ul>
<p><b>Comply with the requirements of the Terms of Approval (TOA) with HMRC</b></p>	<ul style="list-style-type: none"> <li>• Monthly reporting to HMRC in accordance with the TOA;</li> <li>• Annual reporting relating to the value for money of the LCF to HMRC; and</li> <li>• Raising 'red letter issues' with HMRC where operations of stakeholders may bring the LCF into disrepute.</li> </ul>
<p><b>Support corporate objectives and Head of Operations in order to deliver ENTRUST's business objectives</b></p>	<ul style="list-style-type: none"> <li>• Support Corporate objectives in order to deliver ENTRUST's business objectives;</li> <li>• Ensure KPIs are met and delivered as per the Corporate Plan;</li> <li>• Deliver the ENTRUST Regulator Standards (ERS);</li> <li>• Prepare of Board papers;</li> <li>• Carry out system and process reviews, making recommendations for improvement.</li> </ul>
<p><b>Manage the Policy and Regulations Team</b></p>	<ul style="list-style-type: none"> <li>• Line management responsibility for the Registrar, Regulations and Registrations Officer, Training and Registrations Officer and Team Administrator.</li> <li>• To instigate regular communication through department meetings, one to one updates etc as appropriate;</li> <li>• Implement, monitor and review working systems and procedures;</li> <li>• Ensure Performance Management processes are followed;</li> <li>• Operate closely with other ENTRUST staff to ensure the effective working of the group with responsibility for administration of LCF documentation; and</li> <li>• Ensure Team members are appropriately developed.</li> </ul>

## Person Specification

### Knowledge, Skills & Experience:

- 3 years involved in a policy development role;
- Graduate calibre;
- Experience of running consultation exercises;
- Experience of working with stakeholders from a wide and diverse range of backgrounds;
- Ability to absorb, understand and interpret regulations quickly;
- Able to draft Ministerial Submissions, handle responses to Parliamentary Questions and have a working knowledge of Governmental protocols for instigating regulatory change;
- Ability to write clearly and unambiguously to create guidance manuals for all stakeholders;
- Persistent and tenacious in obtaining correct information;
- Strong planning, prioritisation and organisational skills;
- High level of computer literacy;
- Excellent communication skills;
- Negotiating and influencing skills; and
- Organisational and political awareness.

### Personal Attributes:

- Problem solver;
- Positive attitude;
- Flexible and responsive to change;
- Calm and organised;
- Ability to interact at all levels;
- Attention to detail; and
- Ability to plan and prioritise

### Management style and behaviour

- Display positive attitudes ;
- Demonstrates openness and transparency;
- Empowers staff; and
- Interpersonal sensitivity

### Communication

- Ability to converse at all levels; and
- Demonstrates understanding by listening and reflecting.
- Judgement
- Demonstrate the ability and confidence to make decisions based on personal opinions; and
- Interpersonal sensitivity

### Decision Making

- Has the confidence to take calculated risks if necessary.
- Flexible attitude
- Has the ability to recognise and accept options in order to achieve the end result

## Special Features

### Desirable, but not essential

Knowledge of the:

- Five Principles of Good Regulation;
- Regulators' Compliance Code;
- Code of Practice on Consultation;
- Code of Practice on Guidance and Regulation; and
- Hampton Code.

Interest in the environment and community projects