

ROLE PROFILE

Job Title: Policy and Regulations Manager	Reports to: Chief Operating Officer
Based at: Leamington Spa	Date: February 2022

<p>Job Purpose</p> <p>To ensure that ENTRUST is able to develop clear and consistent policy on and operational delivery of the regulation of the Landfill Communities Fund (LCF) including:</p> <ul style="list-style-type: none"> • Managing the policy function at ENTRUST including making recommendations to change the Landfill Tax Regulations 1996 (Regulations) and its associated guidance and implementing changes when required; • Providing stakeholders with practical advice and guidance including the provision of training events and documents; • Compiling reports for key stakeholders such as HMRC; • Managing the enrolment and project approval processes, to ensure that all registrations activity is in compliance with the Regulations; • Managing the breach management processes to ensure that all action is taken in accordance with ENTRUST's breach management framework; • Managing the quality assurance processes to ensure that ENTRUST's processes and procedures are maintained and adherence to these procedures is reviewed; and • Assisting in the effective management and delivery of ENTRUST's objectives.

Key Results Areas	Responsibilities
<p>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</p>	<p>Manage all policy reviews and issue reports on the findings of these policy reviews. This process may involve:</p> <ul style="list-style-type: none"> • 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.

<p>Ensuring ENTRUST's guidance documents, advice and forms remain current and fully comply with the Regulations</p>	<ul style="list-style-type: none"> • Providing clear consistent advice and guidance to stakeholders and other members of Staff on the application of the Regulations; • Responding to queries from stakeholders and third parties relating to the application of the Regulations and ENTRUST's guidance; • Continually reviewing ENTRUST's guidance, advice and forms to ensure that they remain up to date; • Conveying policy, regulatory and guidance changes to stakeholders; and • Ensuring ENTRUST's website information is always up to date.
<p>Induction and Training</p>	<ul style="list-style-type: none"> • Delivering the annual training programme through a variety of training methods, meeting the needs of stakeholders; and • Producing an annual evaluation of the programme, making recommendations for change and improvement.
<p>Registration and enrolment process</p>	<ul style="list-style-type: none"> • Managing the Registrations function ensuring that potential projects and enrolments are fully assessed for compliance before approval; • Taking the lead on engagement with stakeholders in relation to the registration process, ensuring satisfaction, and strive for improvements in service delivery; • Ensuring the processes are fully documented and incorporated into the Quality Management System (QMS); • Attending Review Panel meeting to discuss project rejections; • Influencing 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 • Contributing to stakeholder engagement activities through the use, for example, of satisfaction surveys or other means, striving for continuous improvement.
<p>Coaching EBs to compliance to reduce the breach management action required</p>	<ul style="list-style-type: none"> • Working with other departments to coach Environmental Bodies (EBs) to compliance; • Working with other managers to assist in the delivery of the Form 4 Strategy to coach EBs to compliance; • Responsibility for the Form 3 and 7 Strategy to coach EBs to compliance; and • Responsibility for the Spend outside prescribed period strategy to coach EBs to compliance.

Intelligence Function	<ul style="list-style-type: none"> • Proactively seeking out information that will keep ENTRUST informed about EB's activities; • Ensuring other teams are informed of key developments and that information is shared to facilitate resolution of a particular issue; and • Undertaking wider research including the internet, press and publicly available information, to ensure knowledge of the sector and wider relevant areas is kept up to date.
Quality Management System	<ul style="list-style-type: none"> • Ensure that the Quality Management System is properly maintained and updated with an accurate register of policies, procedures and processes.
Support the ongoing development of the Company's stakeholder database (EOL)	<ul style="list-style-type: none"> • Recommending improvements as appropriate; • Specifying the technical needs of the business liaising with the IT Team; and • Testing changes to ensure they are fit for purpose prior to release.
Comply with the requirements of the Terms of Approval (TOA) with HMRC	<ul style="list-style-type: none"> • Monthly reporting to HMRC in accordance with the TOA; • Annual reporting – producing in-depth reports on particular topics such as potential regulatory improvements and the value for money of the LCF for HMRC; and • Raising 'red letter issues' with HMRC where operations of stakeholders may bring the LCF into disrepute.
Support corporate objectives in order to deliver ENTRUST's business objectives	<ul style="list-style-type: none"> • As a member of the Management Team, supporting corporate objectives in order to deliver ENTRUST's business objectives; • Ensuring KPIs are met and delivered as per the Corporate Plan; • Delivering the ENTRUST Regulator Standards (ERS); • Drafting Board papers for areas of responsibility; and • Carrying out system and process reviews, making recommendations for improvement.
Manage the Policy and Regulations Team	<ul style="list-style-type: none"> • Line management responsibility for the, Regulations and Registrations Officers and the Team Administrator; • Instigating regular communication through team meetings and one to one updates as appropriate; • Implementing, monitoring and reviewing working systems and procedures; • Ensuring Performance Management processes are followed; and • Ensuring Team members are appropriately developed.

Person Specification	
<p>Knowledge, Skills & Experience:</p> <ul style="list-style-type: none"> • Experience of a working in a policy development and/or regulatory 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; • 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. <p>Personal Attributes:</p> <ul style="list-style-type: none"> • 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 	<p>Management style and behaviour</p> <ul style="list-style-type: none"> • Display positive attitudes; • Demonstrates openness and transparency; • Empowers staff; • Interpersonal sensitivity; • Sound judgement; and • Demonstrates the ability and confidence to make decisions based on personal opinions. <p>Communication</p> <ul style="list-style-type: none"> • Ability to converse at all levels; and • Demonstrates understanding by listening and reflecting. <p>Decision Making</p> <ul style="list-style-type: none"> • Has the confidence to take calculated risks if necessary; • Flexible attitude; and • Has the ability to recognise and accept options in order to achieve the end result.
Special Features	
<p>Desirable, but not essential:</p> <ul style="list-style-type: none"> • Interest in environment and community projects. 	