

Job description

Job Title: Regulatory Case Worker

Directorate: EAR

Responsible to: Regulatory Action Panel Manager

Responsible for: No Staff

Job Purpose

The Regulatory Case Workers will play a key role in ensuring the Commission can consider information in a timely manner, and in accordance with its regulatory remit.

You will work closely with the Regulatory Action Panel Manager to deliver an effective and efficient service to internal and external stakeholders. You will use your experience of distilling complex information into clear and digestible formats, and your excellent written and verbal communication skills will support you to deal with the range of tasks that the role entails.

This includes working independently to triage information relating to matters of regulatory concern, including potential failures to comply with the Political Parties, Elections and Referendums Act 2000 ('PPERA'). You will gather, collate and analyse relevant information to support regulatory decision making including making recommendations based on risk assessment. You will use your expertise to record and analyse in a transparent and consistent way, performing a wide variety of tasks. You will use your knowledge and expertise to escalate complex or high risk issues while retaining case work oversight.

You will be comfortable working in a fast-paced environment and dynamic team, taking responsibility for task completion and presentation of conclusions.

This is an exciting role that supports the Commission in its regulatory work, to be a proportionate and fair, evidence-based regulator.

Key Accountabilities

Accountability	%
<p>To consider matters of regulatory concern arising from internal and external sources. To work with the RAP Manager to understand the issue via a full review of Commission held data.</p> <p>Collate and analyse relevant information for potential breaches and offences, using risk-based analysis – based on prior technical expertise. You will select and recommend the appropriate regulatory tools for solving complex problems.</p>	20%
<p>Work with and communicate effectively with colleagues across the Regulation Directorate to provide a triage function - pulling together relevant information on enquiries to regulated entities on registration, monitoring or financial reporting matters.</p> <p>This includes using professional knowledge and experience in identifying relevant PPERA legislation and scope of the Commission regulatory responsibility. This will include making referrals to the Regulatory Action Panel for decision.</p>	20%
<p>To be responsible for effective case management, ensuring consistency and that the data is properly managed and able to be reviewed and analysed both individually and thematically.</p> <p>Postholder will recognise where clarification is required and seek this demonstrating an analytical and methodical approach to problem solving. As well as an understanding of wider patterns and implications of case management.</p> <p>This will include communicating with stakeholders internally and externally to secure accurate information – this will include complainants, subjects of complaints and high-profile political entities.</p>	30%

<p>To undertake pro-active project-based casework based on preventative and upstream regulatory support. To manage these in the form of wider projects and individual casework – to anticipate</p> <p>In line with Quality Management System requirements, maintain case files in connection matters arising. Conduct all of the above in line with corporate Key Performance Measures.</p> <p>To achieve this, you will be able to work independently to ensure deadline are met including co-ordinating with the work of other teams.</p>	20%
<p>The post-holder will present use their effective communication skills to present complex findings to the Regulatory Action Panel, including answering detailed question and ensuring referrals provide the Panel with all information required to make regulatory decisions.</p>	5%
<p>Post holder will also support and undertake regulatory actions where required following decision. Especially during busy period such as elections.</p>	5%

Key Working Relationships

The post holder will work closely with regulation teams across the directorate to gather the relevant information and evidence to ensure consistent decision making. This will include a close working relationship with the monitoring team, regulatory support, registrations, compliance and transparency and the enforcement team.

They will also maintain good relationships and communication across teams outside the directorate including public information, complaints and legal.

The post-holder will fulfil this role in a way consistent with the Commission's Corporate Plan, Enforcement Policy and other applicable policies and procedures (including the QMS procedures). The post-holder is expected to support and contribute to work across the Regulation Directorate and the Commission as appropriate and as directed by line management.

Person specification, Skills, Experience & Qualifications

Category	Requirement	Essential or Desirable	How to assess?
Experience	Regulatory casework background	E	A I
	Experience of handling complaints and/or compliance issues.	E	A I
	Experience of reviewing and resolving statutory breaches and straightforward irregularities	E	A T
	Experience of analysing trends and identifying emerging issues within data	D	A
	Experience of working within an environment where a Quality Assurance Programme exists	D	A
	Experience of planning and managing workloads to meet short term deadlines	E	A
	Experience of prioritising own day to day workload	E	I
Knowledge and skills	Good level of IT skills including MS Excel, Word, Project, databases and Outlook	E	I
	Clear understanding of risk and when applying judgement in escalation.	E	T
	Well-developed interpersonal and communication skills	D	I

	Knowledge and understanding of the role and operations of political parties or ability to learn	D	I
	Diplomacy, tact and discretion	D	T
	Excellent record keeping	E	I
	Good problem-solving skills to enable resolution of day-to-day issues.	D	T
	Excellent correspondence skills that can provide complex information in correct tone and level for customers	D	A I T

A-application and CV I-interview T-test

Job Description and Person Specification last updated: 19/03/2025 By: Ellie Pearch