

Role Profile

Role Title:	Policy and External Affairs Manager
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Role Purpose

Brief Description of the Role

Contribute to the sustainability of the organisation by:

- Providing strong support to the Chief Executive and Director of Operations in the development of strategic policy activity.
- Leading the charity's work on a wide range of policy issues relating to helplines and being part of a positive catalyst for change.
- Identifying, creating and sustaining Policy and influencing at a national/local level.
- Working collaboratively with colleagues, members, suppliers and stakeholders to support the sustainability of the charity.

Responsibilities & Accountabilities

Statement of Main Areas of Responsibility

- Developing the charity's overarching narrative on social policy.
- Identifying and securing opportunities to promote the charity's profile, policy position and campaigns with policymakers.
- Increase HLP's level of influence.
- Ensuring the charity's stakeholders input into policy development.
- Building and managing key external and high-profile relationships with Government and relevant organisations.
- Commissioning and producing research projects and policy reports to inform HLP's policy position and influence.
- Conducting in-house policy research to support and inform future projects and reports.
- Producing consultation responses on topics of concern to HLP.
- Representing the charity as a leading voice at CEO level roundtable, working group and coalition events.
- Briefing the CEO and Director of Operations on key policy developments, acting as a trusted counsel.
- Drafting speeches and presentations for the senior team.
- Providing policy content for use by the broader HLP team.
- Have responsibility for the line management of the Marketing & Communications Officer.

The post holder will be expected to:

- Operate within the parameters of strategic and operational plans, within good practice as understood in the sector and developed by the organisation.
- Comply with Data Protection, Health and Safety at Work and Equality and Diversity legislation and adhere to policies, procedures and best practice at all times.
- Work collaboratively with other staff to deliver these responsibilities and agreed objectives to tight deadlines.
- Undertake any other reasonable duties as deemed necessary by the line manager.

In the interest of effective working the major tasks may be reviewed from time to time to reflect changing organisational needs. Any consequential changes will be carried out in consultation with the post holder.

Knowledge, Skills and Experience

The Tools Required to Perform the Role

Experience and Skills - Essential:

- Established experience in a communications/stakeholder relations/public affairs/policy role.
- Advanced communication skills, writing, speaking and presenting with the ability to tailor and convey complex information in clear, well-structured ways to different audiences.
- Experience or demonstrable understanding of the UK political landscape and parliamentary procedure.
- The ability to develop and maintain relationships with key internal and external stakeholders including the Government.
- Strong interpersonal and influencing skills are critical.
- Possession of key competencies, including organisational, problem solving, decision-making and time management.
- Energy, positivity, enthusiasm and passion for the role and the mission.
- Adaptable to change and driven to achieve results.
- Commitment to provide the highest level of support and quality to all stakeholders.
- Knowledge of Confidentiality and Data Protection.

Experience and Skills - Desirable:

- Experience of working within the helpline sector.
- Knowledge of direct marketing techniques and tools.
- IT skills including knowledge of MS Office packages.
- Experience of CRM Software

Personal Qualities:

- Interest and experience with impact and outcomes.
- A proven track record in changing policy and practice.
- Strong public affairs and media instincts.
- Track record of leadership, management and/or developing team members.
- Tenacious and resilient with the ability to identify and deal with issues, seeing them through to resolution.
- Digitally aware and committed to keeping knowledge up to date.
- Accurate with strong attention to detail.
- Calm under pressure, flexible, friendly and helpful.
- Ability to work effectively as part of a geographically dispersed team.
- Respect for equality of opportunity, diversity and inclusion.

Our Values:

Helplines Partnership's core values have been developed to guide the way we want to work,

manage our business, and deliver our services. They provide the foundation for our staff when responding to members and stakeholders.

Quality – confirming our commitment to value and excellence

Passion – affirming our enthusiasm for what we do

Integrity – upholding our commitment to honesty and sound work principles

Ambition – emphasising our motivation and determination to succeed

Equity – committing ourselves to fairness and equality

Helplines Partnership is committed to inspiring its members with the same ethos and building a connected, responsive and sustainable help-sector and is committed to anti-discriminatory values and to the involvement of users of services.

Other requirements:

The ability to travel and work effectively within and outside the UK.

This is a part-time position 30 hours per week. The job holder will have the flexibility to carry out their duties in line with operational needs and personal circumstances.

Acknowledgements

Signatures Required from Line Manager and Employee

Line Manager Signature: **Date:**

Employee Signature: **Date:**