

POLICY AND ENGAGEMENT OFFICER

JOB DESCRIPTION

The core ***purpose*** of this role is to help us shape our thinking, build our understanding and communicate our views on key issues to our partners, stakeholders and users. You will also help ensure that we develop robust policies to help govern our complaints and regulatory work, drawing on strong horizon scanning, robust research and meaningful consultation.

Core ***tasks*** will include:

- Building strong relationships with key stakeholders and managing the organisation's engagement with them
- Developing policy proposals and recommendations across a range of issues including regulation and consumer policy, legal issues and equalities issues
- Evidence-gathering and analysis to produce clear, robust and accessible findings
- Delivering policy impact assessments
- Developing and delivering consultation and engagement activities and events
- Developing, delivering and commissioning policy and insight research
- Drafting policies, reports, consultation responses, press releases and other public communications
- Responding to enquiries from politicians, regulators, consumer groups and other bodies
- Delivering briefing and policy advice to board members and senior staff
- Horizon scanning and identifying and sharing relevant research, innovation and new thinking
- Any other reasonable task, as requested.

PERSON SPECIFICATION

Essential Criteria

Skills

- Policy development experience
- Strong relationship building skills and stakeholder management and engagement experience
- Confident communicator who enjoys collaborating and liaising with others
- Accurate, persuasive and accessible writing style
- An ability to adapt approach for different audiences
- Proven ability to analyse information to produce robust findings and recommendations
- Excellent attention to detail
- Strong IT skills

Attributes

- Enthusiastic and motivated
- Ability to quickly grasp complex or technical issues
- Ability to work within and across teams

Desirable Criteria

Skills

- Experience of working with stakeholder groups at all levels, including industry, regulators, consumer groups/charities, and government
- Knowledge of regulation policy, consumer policy, legal issues or equalities issues
- Experience of drafting and / or running consultations
- Understanding/ experience of delivering policy impact assessments
- Experience of delivering/ commissioning research

Attributes

- Willing to use own initiative when required
- Forward thinking and adaptable – not afraid to suggest new ways to do things