

ROLE DESCRIPTION

Public affairs manager

NHS Providers

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Job title:	Public affairs manager
Initial term:	12 month fixed term contract
Reporting to:	Head of Policy and Public Affairs
Salary:	£50,000 + generous benefits
Location:	Westminster
Website:	www.nhsproviders.org

ABOUT NHS PROVIDERS

NHS Providers is the membership organisation for the NHS hospital, mental health, community and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in membership, collectively accounting for £84bn of annual expenditure and employing over one million staff. As the single voice for NHS providers, we are recognised for our effective lobbying and influence, as a promoter of shared learning, and as a provider of exceptional support and development to our members. We are the 'go to' organisation for comment and debate on the issues facing public providers of NHS services. We have a particularly important role to support our members in a changing NHS landscape, as the focus increasingly shifts to working in integrated local health and care systems.

We are a busy, high performing, team of around 50 staff, based in central London. In a recent survey, over 90% of staff felt 'very satisfied' or 'fairly satisfied' with their job.

OUR STRATEGY

Our new **three year strategy** runs from 1 April 2019 and sets out our vision, mission, strategic objectives and ways of working.

Our vision is to be an outstanding membership organisation and trade association for all NHS providers, unrivalled in the influence, voice and support we offer our members.

Our mission is to support members to deliver high-quality, sustainable NHS care for their patients and service users.

OUR STRATEGIC OBJECTIVES

- **Influence** – to shape the environment and culture in which our members operate – with a specific focus on finances, quality, workforce, governance, regulation, transformation, integration and system working;
- **Voice** – to be the collective voice of NHS providers, reflecting the diversity of our membership, and championing their interests in the media, government, the NHS and wider healthcare community;
- **Support** – to help our members drive improvement and innovation through effective shared development, support and learning;
- **Excellent organisation** – to provide outstanding value for money to our members, create a supportive environment for staff and continually improve.

OUR WAYS OF WORKING

- **Member led** – we are a membership organisation. To be effective, we need to be excellent at identifying our members’ needs and meeting them. We must be fully accountable and transparent to our members in all that we do;
- **Patient and quality led** – the NHS needs to be truly patient and service user led to improve health outcomes. Our members also need to continuously improve the quality of services they provide. This emphasis on patient and service quality therefore needs to sit at the heart of all our work;
- **Collaborative** – we work in a complex, highly interdependent, system with many influential players. We rely on our members to generate the evidence we need and we can only deliver our objectives by working collaboratively. We therefore need to be a highly effective strategic partner;
- **Innovative** – if the NHS is to meet the challenges it faces, it needs to innovate and transform, creating radically different patterns of healthcare delivery. Our members are in a unique position to help drive this change. We need to support and enable this innovation and, if required, help lead it;
- **Inclusive** – we will embed equality, diversity and inclusion as a central tenet of our work, embracing this as a moral imperative and a business need. This is the case for us as much as it is for our members. We will live these values, offer support and help lead change;
- **Professional** – we aspire to a high degree of professionalism and rigour in all that we do, including our governance. Our work will be evidence based and underpinned by robust data. We will recruit, retain and develop the right level of professional skill, experience and expertise.

PURPOSE OF THE ROLE

To help deliver NHS Providers’ public affairs strategy in the interests of NHS trusts and foundation trusts, including stakeholder, parliamentary and government relations. The focus of this role is on informing NHS Providers’ approach to advocacy and influencing.

NATURE AND SCOPE OF ROLE

We are looking to recruit someone who is passionate about parliament, public affairs and policy, with a keen interest in supporting and improving the NHS. The role will support the delivery of our ambitious three year organisational strategy and increase our parliamentary and stakeholder presence as the ‘go to’ organisation on the key issues facing our membership.

The public affairs manager will help inform and develop NHS Providers’ position on key issues, and influence national policy-makers on behalf of trusts and in support of their objective to deliver high quality care for patients and service users. Developing a firm grasp of the policy issues facing the provider sector, and informed by a keen understanding of the political and stakeholder environment, the post-holder will develop high quality briefings and submissions for a range of audiences.

The role will also help to ensure that our members are well briefed on key parliamentary, policy and government developments and where appropriate support them in developing their local stakeholder relationships.

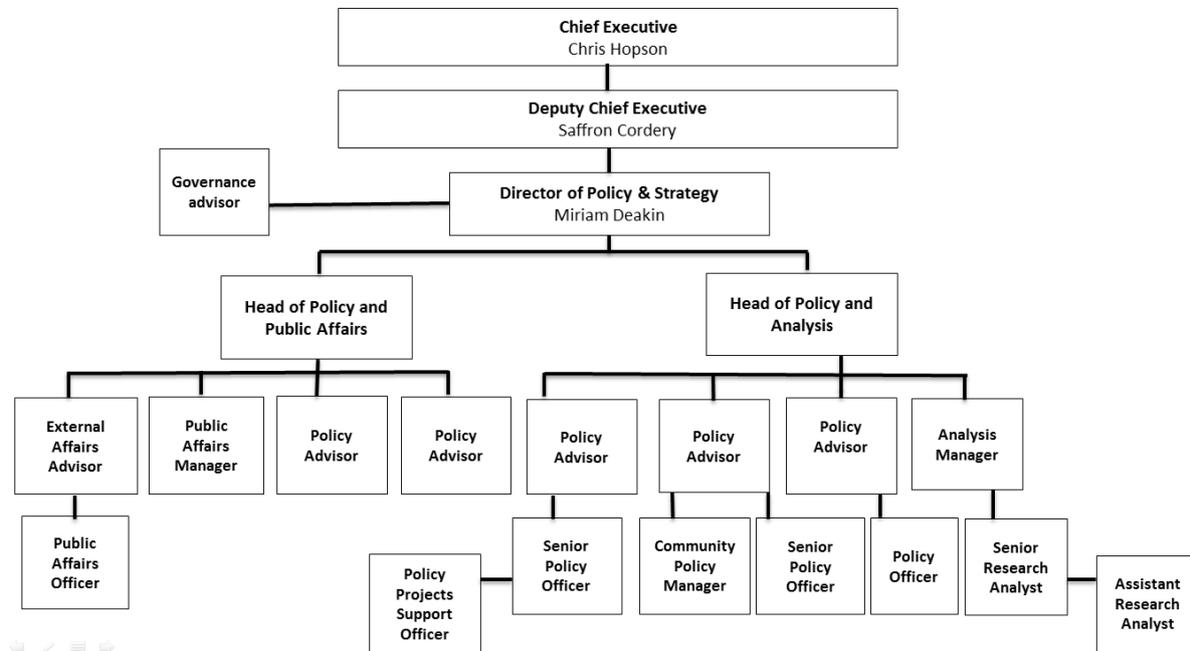
The postholder will work closely with the head of policy and public affairs, with the external affairs advisor and public affairs officer, with policy advisors across the policy and strategy directorate, as well as with colleagues across the wider communications directorate and wider organisation.

Prior knowledge of the health sector and the NHS would be beneficial but is not essential. The successful candidate will be able to demonstrate transferrable skills and understanding from working within a similarly complex stakeholder environment.

STRUCTURE OF THE TEAM

The role sits within the policy and strategy directorate of NHS Providers, reporting to the head of policy and public affairs.

While the successful candidate will not necessarily be a content expert in each of our areas of policy work, he or she will need the ability to pick up new policy areas quickly, make connections across portfolios and work closely with public affairs, policy and analysis colleagues to develop positioning statements which speak to a number of different audiences.



ACCOUNTABILITIES

- Work with colleagues across the policy and strategy directorate to develop briefings and policy positions
- Help to formulate NHS Providers' strategic influencing priorities
- Develop high quality policy and parliamentary briefings, letters and submissions for a range of political, stakeholder and member audiences, at times working under time pressure
- Keep abreast of developments in health policy and parliamentary issues and work with the wider public affairs team to keep the NHS Providers team fully informed
- Lead NHS Providers input into select committee inquiries as required, including drafting submissions, working with other sector stakeholders and preparing witnesses for oral evidence
- At times, lead policy development and influencing in key areas, such as legislative change, helping to ensure a robust, publicly defensible and evidence-based positions
- Develop relationships across NHS national bodies and sector stakeholders, and support others at all levels to do the same
- Brief the NHS Providers chair and executive team as required ahead of stakeholder meetings
- Project manage NHS Providers' independent stakeholder perceptions research
- Identify opportunities for building parliamentary, civil service and sector stakeholder relationships
- Work with communications and policy colleagues to provide stakeholder insight and support in the launch of NHS Providers briefings and reports.
- Support an effective organisational approach to parliamentary, government and sector stakeholder relationship management
- Represent NHS Providers in external meetings and support the senior team to do so
- As required, work with our external affairs advisor in providing political updates, carrying out live monitoring, supporting our party conference programme, developing our parliamentary contact programme

- Support good practice in the public affairs team, including the development of the public affairs team's tools and ways of working

General

- Any other duties as may be required either on a temporary basis or following mutually agreed changes to this job description as a result of organisational changes.

Safety

- Health and Safety at Work Act: The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Experience	<ul style="list-style-type: none"> • Experience of working in a fast paced, effective public affairs function (in house or within a consultancy model) • Experience of producing clear, persuasive and accurate written and oral communications • Experience of preparing accessible, high quality policy submissions, based on analysis of a range of potentially complex sources • Experience of managing competing priorities and delivering work to deadlines • Experience of delivering stakeholder and parliamentary influencing strategies, including through working with clients, senior stakeholders, members and / or coalitions of interest • Experience of influencing within health and care or a similarly complex environment 	<ul style="list-style-type: none"> • Experience of relevant policy areas
Knowledge	<ul style="list-style-type: none"> • Knowledge of UK government, Westminster and parliamentary procedure • Educated to degree level or equivalent • An understanding of the challenges facing public sector organisations in the current climate 	<ul style="list-style-type: none"> • An understanding of the NHS and care sector and the challenges and opportunities facing health and care organisations
Skills	<ul style="list-style-type: none"> • Proficient in Microsoft Office • Ability to scrutinise legislation and legislative proposals • Strong analytical skills and ability to synthesise information rapidly and accurately from different sources • Ability to work on a range of policy issues, at times working in new areas or with little source material • Persuasive verbal and written style, able to adapt approach for different 	<ul style="list-style-type: none"> • Comfortable with a variety of relevant IT software, including content management systems and CRM

audiences and purposes

- Strong attention to detail, with commitment to accuracy and taking care in tone and positioning
- Ability to work confidently within a fast paced, political environment, forming relationships with wide range of stakeholders
- Excellent project and time management skills, including ability to prioritise multiple tasks effectively and work to tight, fixed deadlines
- Strong interpersonal skills and track record of effective team working
- Ability to work collaboratively with colleagues both within a line management structure and within project teams to lead or deliver key pieces of work

HOW TO APPLY

Please send a CV and covering letter setting out why you are interested in the role and how you meet the person specification to recruitment@nhsproviders.org by **5pm on Thursday 8 August**.

Interviews will take place week commencing 19 August.

For an informal conversation about the role, please contact head of policy and public affairs, Ferelith Gaze (ferelith.gaze@nhsproviders.org).