

Job Title:	<b>POLICY AND STAKEHOLDER ENGAGEMENT MANAGER</b>
Salary:	£40,000 - £46,000
Location	Hybrid working, predominantly remote with requirement to attend offices in Bedfordshire and other meetings as required
Reporting to:	Director of Governance, Policy and Legal
Purpose of Role:	The main purpose of this role is to manage the policy function and communications and engagement service for the organisation. The Manager will oversee the programme of policy work including the delivery of high-quality consultation responses, policy positions and reports and the drafting and implementing of the communication and engagement strategy
Key Accountabilities:	<ul style="list-style-type: none"> <li>• Lead, enable and support high quality policy development</li> <li>• Manage the Policy Officers and the Communications &amp; Engagement Officer to enable the delivery of the strategic objectives</li> <li>• Working with the CEO, COO, Directors, and other senior managers, build and maintain strong, collaborative relationships with key stakeholders to include the public, consumers, regulated community, staff and legal sector bodies.</li> <li>• Support the development of regulatory policy and practice in the consumer interest, including equality, diversity and inclusion</li> <li>• In conjunction with the Executive Team (ET), develop the organisation's approach to stakeholder engagement, experience and research, including support with formal engagement and consultation activities</li> <li>• Monitor development of consumer expectation in legal services and use results to inform the development of regulatory practice</li> <li>• Represent the organisation on relevant external groups and at meetings and events</li> <li>• Develop a mechanism to secure consumer feedback and input, and engage with members, to inform the development of regulatory policy and practice</li> <li>• Help to ensure there are policy and governance processes in place for all communication, engagement, and consumer activities</li> <li>• Working with the ET, develop and implement the external communications (proactive and reactive comms), branding, PR, marketing, including handling infrequent media enquiries</li> <li>• Develop and deliver an effective internal communications plan for staff, non-Executives and the wider CILEx Group</li> <li>• Supervise the development and maintenance of effective digital communications and online platforms</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead on various communications initiatives and marketing campaigns; developing consumer-focused content and growing networks and links with other key stakeholders</li> <li>• Develop and maximise the organisation’s branding and logo, ensuring that it is used correctly</li> <li>• Manage all external publications and reports and support the analysis of outcomes to communicate learning within the organisation and within the regulated community</li> <li>• Oversee the management of a small range of events e.g., official functions, roadshows, roundtables etc.</li> <li>• Lead on internal customer experience and customer service standards</li> <li>• Comply with the principles of GDPR and IGR</li> <li>• Undertake other relevant duties as appropriate, in line with the priorities and needs of the ET.</li> </ul>
--	---

<b>PERSON SPECIFICATION</b>	
<b>Qualifications and Experience</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Experience of developing or applying consumer/public focus to policy or service delivery</li> <li>• Good knowledge of policy development and delivery, including an understanding of consumers and equality, diversity &amp; inclusion</li> <li>• Experience of providing effective engagement work with diverse stakeholders on a range of matters using the most appropriate methods/channels</li> <li>• Experience of policy development and delivery, and communications or engagement in a complex service sector</li> <li>• Policy or comms &amp; engagement team line management experience</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Member of PR/communications accredited body</li> <li>• Management qualification</li> <li>• Experience of developing and delivering communications and engagement strategies across a range of communications and engagement disciplines</li> <li>• Previous experience of consumer research or working with consumer panels</li> <li>• Experience of consumer impact assessment</li> <li>• Knowledge of legal services sector</li> <li>• Knowledge of professional services regulation</li> </ul>
<b>Competencies</b>	
<b>Technical skills:</b>	Applies the required technical knowledge and skills to carry out role successfully, identifying and addressing areas for development

<b>Communication:</b>	Communicates effectively, with precision and conciseness, both orally and in writing
<b>Commercial awareness:</b>	Understands the commercial and business issues facing the company and manages budgets effectively
<b>Organisational skills:</b>	Manages own and others' time effectively to deliver to required standards and deadlines, with ability to manage concurrent tasks and activities at team level
<b>Analytical skills:</b>	Uses analytical skills to develop solutions to problems and generate ideas for improvements
<b>Attention to detail:</b>	Takes responsibility for ensuring appropriate levels of technical and factual accuracy and attention to detail are delivered
<b>Accountability:</b>	Takes responsibility for the team's performance and for seeing things through to successful resolution
<b>Collaboration /Relationship Management:</b>	Adapts style to build and maintain constructive working relationships with internal and external stakeholders, using influencing and listening skills and diplomacy, as appropriate, in pursuit of the long-term needs of the business
<b>Commitment:</b>	Adopts a professional and focused approach, displaying energy and enthusiasm in pursuit of team and own goals; committed to development of self and others