

JOB DESCRIPTION

Job title	Senior Public Affairs Advocate - Stakeholder Management
Pay band	5
Purpose of role	<p>This role will lead and co-ordinate our senior stakeholder relations programme within the public affairs team. It is vital in persuading decision makers and influencers to drive change.</p> <p>It supports the delivery of our corporate objectives and work plan to champion consumers' interests in the private and public sectors.</p>
Accountable for outcomes	<p>We are looking for a public affairs professional to develop and manage our relationships with business, regulators, government, parliament and other stakeholder organisations at the top level</p> <ul style="list-style-type: none"> • To take overall ownership of the senior stakeholder contact programme, providing strategic communications advice and managing important external relations. • To create, develop and manage relationships across business, regulators, civil service, and with other key stakeholders. • With other public affairs colleagues, deliver public affairs activity to support the work of Consumer Focus.
Reports to	Public Affairs Manager
Direct reports	None
Key relationships	<p>Chair/Consumer Advocate Chief Executive Directors Programme Leads Public Affairs Advocates</p>
Key accountabilities	<ul style="list-style-type: none"> • Identify, build and manage relations with stakeholders across key sectors to ensure Consumer Focus is in a strong position to influence effectively • Devise, implement, monitor and evaluate our stakeholder contacts programme, supporting the Public Affairs Manager in developing a robust stakeholder management system • Design and oversee the contact programme for the Chair/Consumer Advocate, Chief Executive and other senior staff, working with colleagues in Scotland and Wales • Help develop engagement plans to support Consumer Focus' external activities with stakeholders

	<ul style="list-style-type: none"> • Contribute to the management of systems for gathering and monitoring intelligence on the activity of stakeholder organisations, keeping the rest of the organisation informed and offering advice on appropriate action • Horizon scan the wider policy environment to identify and exploit opportunities for joint work where it supports the strategic aims of Consumer Focus • Actively seek and co-ordinate speaking opportunities for senior staff; brief (and co-ordinate briefings for) senior personnel in advance of speeches and meetings with stakeholders • Identify and organise stakeholder events to help develop key external relationships and support and promote policy initiatives and work programmes; co-ordinate visits by external delegations • Provide early warning on key stakeholder developments to inform the Consumer Focus response • Promote and champion better stakeholder relations within Consumer Focus • Undertake any other appropriate duties that may be required by the Public Affairs Manager
<p>Knowledge and skills</p>	<p>Essential skills</p> <ul style="list-style-type: none"> • Strong public affairs or public relations experience, with thorough understanding of the political landscape • Ability to develop and forge strong key relationships and have a proven record in public affairs or public relations. • The ability to think strategically and show sound judgment. • Well-developed interpersonal and influencing skills to manage relationships with key stakeholders, both internally and externally • Persuasive approach and experience of building, maintaining and capitalising on high-level relationships with opinion leaders and influencers • Track record in contributing to successful engagement strategies • Ability to strategically analyse a range of consumer and public policy issues and advise on the right approach, anticipating opportunities and threats

	<ul style="list-style-type: none"> • Sound political judgment and experience of giving strategic advice at a senior level • Strong communications skills to build successful alliances across a range of organisations • First-rate written and oral communication skills, particularly the ability to write clearly and concisely on complex subjects for a variety of audiences • Excellent organisational, planning and team working skills, with the ability to deliver high-quality work in a busy environment • A commitment to consumer advocacy • A passion for current affairs • Good IT skills
Competencies	<p>Identify competency and level required:</p> <ul style="list-style-type: none"> • Purposeful and responsive influencing – Level 2 • Filtering, judging and acting – Level 2 • Integrity – Level 3 • Walking the talk on customer service – Level 2 • Working together for the business – Level 3 • Relationship building – Level 3
Location	London, with occasional UK travel