



policy and communications adviser

reporting to – policy and communications manager

working hours – full time is 35 hours a week. You'll agree your working pattern with your manager.

the purpose of your role

Helping the ombudsman service have relevant and meaningful relationships, both internally and with the people and organisations who have an interest in what we do – sharing what we're seeing and hearing to ensure we build the best ombudsman service in the world.

The stakeholder team manages the ombudsman service's strategic relationships and communications – both internal and external. We work particularly closely with the chief executive and chief ombudsman, as well as other senior leaders, to support their strategic engagement. Your role focuses on a core area of the stakeholder team's work – such as external relations, content and insight, internal communications or corporate services. But you'll need to work across the stakeholder team, sometimes on particular projects, to keep things joined up.

Acting as our “eyes and ears”, you'll help us to understand our stakeholders' needs and have meaningful conversations – inside and outside the ombudsman service. You'll use critical thinking to get to the bottom of the issues involving our stakeholders. You'll do this by weighing up benefits and risks, as well as having the confidence and credibility to influence others – to help us reach creative and considered solutions, often within tight deadlines. You'll also help us gain and share relevant insight to add perspective and context to our work. And you'll provide support to our managers and senior leaders, helping us deliver on our organisation's wider objectives – and build a reputation and brand which reflects our values.

how we'll measure your success

- your performance against your objectives, which you'll agree with your manager
- your ability to work flexibly across the stakeholder team
- how you can demonstrate you've used resources effectively and got value for money
- feedback from stakeholders, your team, colleagues and your manager
- the ways you extend your knowledge – and how you share what you know
- how you demonstrate the behaviours we expect of everyone working here every day

you're accountable for...

our customers - our people - our reach - our service



- working collaboratively with colleagues to monitor and build relationships with our stakeholders – which might include government, regulators, financial businesses, consumer organisations and the media, as well as internal colleagues – and to help capture, analyse and share insight
- understanding the context and wider environment in which we operate – including what's driving industry, political and media agendas, as well as trends and how people feel about us more generally – proactively looking out for risks and using judgement in managing and escalating these
- inspiring confidence and being an ambassador for our service by communicating and influencing in a clear, balanced and thoughtful way – over the phone, online, in writing, and in person – using the right channel to engage people in what matters and ensure messages are consistent
- prioritising and organising a varied workload and doing what it takes to get things done – whether it's answering individual questions from stakeholders or producing broader communications and pieces of work
- embracing the wide ranging work of the stakeholder team – and caring about the confidential and personal data you'll be handling and treating information like this with discretion and sensitivity

your experience includes...

- being in tune with what's going on in the world – picking up insights through strong relationships and using common sense and judgement to analyse and interpret information
- influencing and persuading across a range of stakeholders – understanding how best to engage with a variety of audiences
- communicating complex or sensitive messages in writing – being clear, engaging and accurate
- planning and prioritising in a busy and changing environment – caring about achieving results as a team while being flexible
- being personally accountable for getting the detail right, while still seeing the bigger picture
- having worked or gained specialist expertise in one or more of the following areas (our job advert will highlight the area(s) we are particularly interested in at any given time):
 - policy, government and public affairs
 - advocacy
 - public relations and marketing
 - copywriting, editing and publishing (online or print)
 - research and investigation
 - the media
 - internal communications and engagement
 - corporate governance and support



we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel/fair*

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend