



Job title: Senior Policy Officer (Community and Social Care)

Location: London office-based contract with flexibility to work up to 5 days a week remotely (with occasional requirement to visit the London office for team meetings)

Reports to: Policy Manager (Health and Care)

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

This role specialises in community based care, including care pathways, social care, primary care, NHS workforce, care and support planning, and personalisation.

Contributing to the development of our public policy positions, statements and arguments, in pursuit of our goals to improve the lives of people affected by MS.

Ensuring that our policy work is built on strong evidence and is informed by, and developed with, people affected by MS and relevant professionals.

Working closely with colleagues in our Campaigns, External Relations, PR and Research teams to enable us to build effective campaigns and influencing programmes around key issues facing people with MS.

Key Relationships

Internal

The post holder works closely with:

- The External Relations, Campaigns and Press teams within the External Affairs Directorate, Research team, Services & Support Directorate, National offices, and Marketing and Communications Department.

External

The post holder works closely with:

- MS Society members and people with / affected by MS

- Other charities with an interest in MS and/or associated issues
- Relevant professional organisations, both as crucial allies in, and targets of, our influencing programme
- Other relevant stakeholders, such as umbrella organisations, service providers and regulatory bodies
- Senior staff and contacts in other voluntary organisations and coalitions
- Relevant national decision makers, such as civil servants and NHS officials.

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Key Accountabilities

The Senior Policy Officer (Community and Social Care) will support implementation of the Society's strategy to achieve the MS Society's goals through:

1. Business plan implementation
2. Evidence based policy development
3. Networking and collaboration
4. Monitoring and responding to key policy and practice developments
5. Internal and external communications
6. Monitoring and reporting on performance
7. Other duties

Detailed Responsibilities

1. Business plan implementation

- Planning work to ensure we meet our deadlines.
- Focussing work to deliver the team's business plan and contribute to the achievement of our strategic aims and priorities.
- Contributing to a clear focus on driving improvements in quality, impact and performance.

2. Evidence based policy development

- Identifying, researching and developing positions on policy issues important to the lives of people with MS, specifically regarding community and social care
- Embracing co-production and collaboration, to seek input from colleagues (employees and volunteers) from across the MS Society, from external stakeholders and from people living with MS
- Identifying evidence gaps and proactively recommending strategies and projects to address them, leading on these as appropriate or recommending priorities for our Evidence team
- Researching and producing evidence-based material for submission to Government, parliamentarians, the civil service and other statutory bodies. For example responding to government consultations.

3. Networking and collaboration

- Independently developing and managing a network of key external relationships and work with the Policy Manager to maintain a thought leadership position within the sector
- Developing and maintaining our policy work by taking leadership roles in relevant collaborations and strategic alliances, including by chairing policy working groups and presenting conclusions to CEO-level steering groups
- Developing and maintaining proficient working relationships with key stakeholders including civil servants and clinicians
- Independently representing the MS Society at meetings with external organisations and senior stakeholders
- Organising workshops, seminars and roundtables that engage key stakeholders in critical debates about community and social care and the interests people living with MS.

4. Monitoring and responding to key policy and practice developments

- Monitoring key developments in MS health and care through official and informal networks, and analysing their impact on people affected by MS
- Identifying up-coming key issues and produce a forward plan work to respond to and address these
- Responding quickly to relevant developments and take initiative to produce necessary evidence and analysis.

5. Internal and external communications

- Responding to enquiries received by the policy team
- Informing, engaging and advising colleagues and volunteers at all levels, including members of our Executive Group, in policy work through briefings, presentations and training, both proactively and reactively
- Working with colleagues to produce and disseminate articles, blogs and press releases and other material as appropriate
- Contributing to communications with our Campaigns Community and wider MS community, including contributing relevant content and supporting its dissemination

- Leading on gathering and recording case studies for use in campaigning, and communications work.

6. Monitoring and Reporting on Performance

- Monitoring performance information against objectives, outcomes and KPIs
- Taking corrective action in a timely manner when necessary
- Contributing to the impact measurement of the team's work in accordance with the MS Society's outcomes framework

7. Other duties

- Complying with MSS's governance procedures, MSS policies and procedures
- Contributing to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.
- To undertake any other works as could be expected of a Senior Policy Officer
- To be prepared to manage policy team volunteers on specific, time-limited projects, as required.

Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Experience

- Experience of working in a policy or influencing role
- Experience of coordinating work with other organisations
- Proven track record of influencing others
- Experience of providing policy support for campaigns

Knowledge and understanding

- Knowledge of the policy making processes that surround health and/or social care in the UK
- Good understanding of issues experienced by people with long-term conditions or disabilities, within the UK

Skills and values

- Strategic and analytical thinking
- Able to understand complex subjects and to construct persuasive arguments
- Comfortable working in a team, as well as under own initiative Excellent interpersonal skills and able to influence/persuade a wide range of stakeholders

- Excellent written and verbal communication skills with the ability to communicate effectively in a wide range of media and to diverse audiences.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
- Good organisational and workload management skills, with the ability to manage competing priorities
- Ability to analyse and interpret data sets

Employment terms

Grade: F 1



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	Together Expert
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	Bold Ambitious
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely</p>	Ambitious Expert

	decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.	
Collaborative working	<p>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	Together
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	Together Expert
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	Bold Together

Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	Together
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</p>	Bold Expert Ambitious Together
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	Bold Ambitious

