



Senior Policy Officer (Health and Social Care) job description

This job description gives an overview of the kind of work and level of responsibility expected for this role. It's not a complete list of all tasks, and duties may change occasionally. But the overall nature of the job and the level of responsibility will stay the same.

Section 1 - Job details

Job title	Senior Policy Officer (Health and Social Care)
Directorate	Research and External Affairs
Department or team (if applicable)	Policy and Evidence
Reports to	Senior Policy Manager (Health and Social Care)
Direct reports	N/A
Job location	Office based in London with flexible to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job purpose

To shape, develop and deliver key aspects of MS Society health and care policy to achieve our goals of improving the lives of people affected by MS. To ensure our policy activity and recommendations are built on strong evidence and informed by, and developed in partnership with, people affected by MS, healthcare clinicians and professionals, and key stakeholders.

Section 3 - Key responsibilities and accountabilities

	One line description of responsibility or accountability
1	Identify, research and develop positions on health and social care policy important to the lives of people with MS
2	Research and produce evidence-based briefings and submissions for Government departments, parliamentarians, civil service and other statutory bodies
3	Embrace co-production and collaboration, seeking input from colleagues from across the MS Society, from external stakeholders, and from people living with MS
4	Develop and manage the relationship between the MS Society and partner / stakeholder organisations. This involves developing and maintaining good working relationships with key stakeholders, including senior civil servants and clinicians
5	Lead the development, planning and organisation of reports, workshops, seminars and roundtables that engage the professional community, opinion formers, decision makers and service users in debates about important issues for people living with MS
6	Keep colleagues up to date on policy issues through briefings, presentations and training
7	Work with colleagues in Press, Public Affairs, Campaigns and Digital to produce and disseminate articles, blogs, press releases and other material as appropriate
8	Contribute to measuring the impact of the team's work

Section 4 – Dimension of the role

Resources	N/A
Staff or volunteers	No direct reports but will be required to take the lead on specific projects
Budget	No budget responsibility
Key relationships	Internal – Stakeholder Engagement, Evidence, Public Affairs, Campaigns, Press, Research, Services, Nations, Digital Marketing External – People affected by MS, other health charities, ICS and ICBs, service providers, voluntary organisations, umbrella organisations, coalitions, civil servants, officials in arms-length bodies
Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society.

Section 5 – Key deliverables

	Measures of success
1	Develop robust evidence based policy positions on aspects of health and social care, important to the lives of people with MS
2	Effective use of co-production and collaboration, with internal and external stakeholders, and people living with MS
3	Effective working relationships with partner and stakeholders organisations, good communication with internal colleagues
4	Organise effective workshops, seminars and roundtables, to discuss and debate important issues for people living with MS
5	Produce high quality evidence-based reports, briefings and submissions
6	Write effective and impactful articles, blogs, press releases etc on policy issues for our website

Section 6 – Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	3		X		X
Open to change and innovation	3	X		X	
Sound decisions	3		X	X	
Collaborative working	3				X
Effective communication	3			X	X
Outcome focussed	3	X			X
Inclusivity	3				X
Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	Description
5	<p>Strategic Has a broad and advanced understanding of the organisation’s policies, procedures, and how things work across the MS Society, or has deep expert knowledge in a specific area. Shares expert advice on topics related to MS and represents the MS Society in public or external settings. Clearly explains the organisation’s vision and strategy in a way that others can understand and act on. Makes important decisions that have a big impact and ensures the right resources are in place to support them.</p>
4	<p>Expert or recognised authority Shows expert knowledge and strong leadership, influencing others in a positive way. Colleagues regularly perform tasks at a high level, instinctively understanding what needs to be done, how it affects other areas, and how it can be improved for the MS Society's benefit. They have deep expertise and focus on developing their skills. They're the go-to person for advice and are known for their knowledge, using their experience to tackle new challenges. They are responsible for managing significant resources, like people and budgets, related to their work.</p>
3	<p>Complex These roles may or may not involve managing others, but they require using experience or professional knowledge to handle complex information or raw data. The work often involves solving unusual problems by using your own judgment, without needing instructions. You'll also need to work with others to overcome challenges and achieve results across different teams or departments.</p>
2	<p>Enhanced These roles may or may not involve managing people, but they are responsible for handling cases and providing face-to-face services. Or managing internal or external processes and people (including volunteers). People in these roles understand how their team or function works, help build good relationships inside and outside the organisation, and work together to achieve results. They use their knowledge to organise and manage tasks and processes, solve everyday problems, and help improve the way things are done..</p>
1	<p>Foundation People in these roles contribute to the MS Society without any responsibility for managing processes or people. People in these roles understand what’s needed for their job and how it fits with other roles and tasks. They know what needs to be done and have the skills and ability to complete those tasks.</p>

Section 7 - Qualifications and training

(List qualifications and training needed for this role)

Qualification or equivalent	
Internal training	Internal courses related to using data effectively/research, co-production, partnership working, and effective communication. All MS induction courses.
Other professional training or qualifications	

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the job)

Essential requirements will be tested at application stage (A) and used as shortlisting criteria for deciding who will be invited to interview.

Requirement	Essential	Desirable	Tested*
Experience of working in policy, public affairs, or research in a policy development role	X		AIT
Excellent written, verbal and presentation skills, with the ability to communicate effectively in a wide range of media and to diverse audiences	X		AIT
Excellent interpersonal skills and ability to influence and persuade a wide range of stakeholders	X		AI
Commitment to collaborative team work	X		AI
Experience of producing clear and concise reports and/or policy briefing papers	X		AIT
Good organisational skills, with the ability to manage competing priorities and work to tight deadlines	X		AI
Excellent IT skills, in particular knowledge of using Word based Microsoft Office packages, including experience of using Excel for data and information analysis and management	X		AIT
Experience of joint partnership working and co-ordinating work with other organisations		X	I
Experience of project management		X	I
Knowledge of UK health policy, ideally with an understanding of issues experienced by people with long-term health conditions		X	TI
Some knowledge and understanding of quantitative and qualitative research methodologies, tools and techniques		X	I

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1s and PDR)

Section 9 – Other information and requirements

Confidentiality	Make sure sensitive or personal information is kept private and only shared with the right people. All information must be handled according to GDPR and other relevant laws and rules.
Equality, diversity and inclusion	Make sure all your work supports our commitment to equality, diversity, and inclusion. As a charity focused on helping disabled people, we expect everyone to be open-minded and creative in finding and removing any barriers that might affect disabled people, including colleagues, who work with us.
Health and safety	Help create a safe working environment by following all health and safety rules and completing any required training.
Safeguarding	We're committed to safe and responsible recruitment. We aim to protect the wellbeing of children, young people, and vulnerable adults, and we expect all staff and volunteers to support this. Background checks and a Disclosure and Barring Service scheme check will not be required for this role.
Digital, data and Technology	Use technology confidently to do your job, including internet voice and video calls, Microsoft Office, the MS Society intranet, HR and finance systems, case management software, and other MS Society tools and apps.
Unusual specific physical or mental demands associated with the role	N/A
Travel requirements	Occasional travel to London and across the UK to attend specific internal and external meetings and events will be required.
Unsocial hours	Very occasionally, evening or weekend work may be required.

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