

ENGAGEMENT & POLICY OFFICER

JOB DESCRIPTION AND PERSON SPECIFICATION

Accountable to: Programme Director

Location: Cardiff based

We currently operate a flexible working policy that enables people to work from an office and from home in Wales. You will be regularly required to attend the Cardiff office. You will also be required to visit other locations as part of your employment.

Contract type: Permanent

Hours: 35 hours per week

Notes:

- *Hours of work during the week to be agreed but should generally be within working hours of 8am-6pm.*
- *The role requires flexibility in hours and occasional overnight stays*

Salary: £38,206 pa based on full time

Benefits inc: 5% employer pension contribution, generous holiday allowance, group life cover, ethical culture, free car parking and the option to work from home some days

The post holder will report to the Programme Director; but as we are a team of 7, we work as a close team without too much focus on rigid structures and hierarchy. We want you to feel confident to make decisions in areas of your responsibility and to contribute to the direction and success of TPAS Cymru and its members.

ABOUT TPAS CYMRU

TPAS Cymru has supported social housing tenants and landlords across all of Wales for over 35 years and has a strong track record in developing effective tenant engagement through training, practical projects and policy development. We have an extensive knowledge of social housing with a focus on issues from the tenant perspective and for tenants' benefit. We are also increasingly working to enable tenant voice in the private rented sector.

Locally we develop best practice at landlord, tenant group and project level through practical advice, support, training and consultancy. At Government level, we contribute to policy change by influencing and ensuring the lived experience and needs of tenants is heard.

Find out more at www.tpas.cymru

JOB PURPOSE

As our Engagement & Policy Officer, you will work as part of a dynamic team to lead the delivery of exciting projects, training sessions, consultancy work, online & face to face events and membership support. The role also has responsibility for coordinating our policy work, sharing our policy work externally and coordinating our Tenant Pulse activity.

The postholder will work closely with the CEO on policy development, influencing and campaigning across a range of housing and tenant issues.

You will ensure that our engagement, membership and policy work is planned, managed and delivered effectively and professionally.

You will also be confident in communicating with a range of audiences and representing the organisation externally at events and sector meetings, with the ability to contribute influentially to discussions and, when required, act as a spokesperson at events or in media interviews.

The work will be varied and includes the following:

EVENT PLANNING & DELIVERY

Leading on the development and delivery of online and face-to-face events for TPAS Cymru including:

- Designing and delivering programme and session content.
- Development of new webinars on topical themes
- Leading the facilitation of online focus groups, events and training courses
- Identifying and securing guest speakers and venues
- Promoting and marketing of events including writing promotional material

TRAINING: DEVELOPMENT & DELIVERY

- Development and delivery of new training, learning & development sessions – including online workshops
- Updating of and delivery of existing training, learning & development sessions
- Develop related marketing materials to promote our training, learning & development offer

MEMBER & SECTOR RELATIONSHIP MANAGEMENT & SUPPORT

- To develop and foster positive relations with our member organisation across Wales so they are fully aware of the value of TPAS Cymru membership
- To develop and foster positive relations with external organisations and stakeholders including Welsh Government, sponsors, and funders
- Contribute to team objectives with increasing membership and sponsorship
- To respond to member organisations, request for information, advice and support
- To respond to tenants' request for information, advice and support including in setting up and strengthening tenant led engagement opportunities

POLICY DEVELOPMENT & COORDINATION

- Coordination of our policy work, including sharing our policy work externally, sharing policy knowledge across the team.
- Developing Tenant Pulse and coordinating Tenant Pulse activity across the Team.
- Lead partnership activities with external organisations and stakeholders, including meetings and joint outputs that support policy or campaign delivery.

- Maintain and grow stakeholder support, ensuring policy messaging is consistent, inclusive and empowering. Including giving evidence at external meetings such as Senedd Committees.
- Develop and coordinate the development of policy papers, briefings, guidance and related good practice resources, and influence stakeholders to adopt them.
- Collaborate across the team to incorporate lived experience into policy development.

PROJECT DELIVERY

- Lead on the planning and delivery of various engagement and consultancy projects – including reviews and assessments of organisations engagement practices
- To identify projects to help tenants and landlords to develop strategies/policies for developing tenant participation
- End-of-project report writing and evaluation
- Undertake research and information gathering with our members and contacts via online surveys, telephone or video calls relating and producing research findings
- Working with staff and partners to coordinate the successful delivery of projects

BUSINESS DEVELOPMENT

- To contribute to maintaining a rolling projection of income generation activities and to monitor and manage delivery of income and delivery targets
- Undertake topical research into new developments in the fields of Tenant/ community engagement and housing
- Writing proposals for projects or funding opportunities
- Research and develop new tools, templates and engagement techniques
- To develop and foster positive relations with sponsors, and funders.

COMMUNICATIONS & MARKETING

- Collaborate closely with colleagues in the planning and delivery of integrated communications plans, ensuring that external messaging reflects organisational priorities and resonates with target audiences.
- Use social media effectively and proactively to promote current projects and opportunities for our members and the sector
- Writing content, produce articles, contribute to publications
- Support or lead in drafting and issuing press releases, media statements, and other communications to promote organisational initiatives, activities and campaigns.
- Act as a primary point of contact for press and media enquiries, building and maintaining strong relationships with journalists, editors, and media outlets.
- Support or lead in arranging media interviews, providing briefing notes and key messaging, and where appropriate, represent the organisation in media interviews.

OTHER

- Undertake any other tasks as may be required from time to time as a member of a small team with a national remit

KEY SKILLS / PERSON SPECIFICATION

This role would suit a well organised individual who likes a varied and stimulating role, and who likes to get involved in a variety of different disciplines such as Training development and delivery, Facilitation, exploring innovation in engagement practice, and project management and policy work.

Key skills:

- Confidence in public speaking and communicating with a range of audiences.
- Confidence and ability to represent the organisation at external meetings and forums, contributing positively and constructively to discussions.
- Willingness to act as a spokesperson for the organisation when required, including at events and in media interviews
- Confident in developing and delivering public facing events - online and in-person
- Knowledge of a range of Engagement methods and models and how they can be applied
- Highly organised with project planning and research skills and the ability to work independently
- Ability to coordinate policy work across the Team
- Experience of or enthusiasm to develop and deliver training
- Ability to develop and foster positive relations with member and external stakeholder organisations
- Experience of contributing to policy development and influencing work.
- Confident with talking to people, on the phone, in-person and in online meeting settings
- Ability and enthusiasm to interact effectively and courteously with a wide range of people
- Ability to quickly gain a good level of understanding in different policy areas.
- Good digital skills – confident to use digital solutions such as Zoom, MS Teams, and online survey tools
- Confident and proactive in the use of social media platforms to promote work being undertaken and to market new opportunities
- Engaging writing skills reflecting our brand and suitability for diverse audiences
- Good IT literacy skills with Microsoft packages
- Demonstrable commitment to equality, diversity & inclusion

Useful valued extra skills or experience

*(We would not expect candidates to have all of these, but if you have **any** do say in your application)*

- Ability to speak Welsh – *please indicate your level of fluency*
- Understanding of Welsh Government and Senedd environments
- Able to write funding bids and/or securing commercial sponsorship
- Experience of working with minority ethnic and underrepresented communities
- An interest in how technology and AI can support what we do
- Able to run a campaign aimed at influencing legislation.
- Experience of managing a digital channel/developing social media content
- Ability to drive and access to a car