

Role Profile

Job Title:	Policy Assistant
Directorate:	Public Impact
Reporting to:	Head of Policy
Responsible for:	0
Location:	London, Bristol or Manchester
Grade:	6

Overall Purpose

Policy Assistants support the delivery of the Federation's business plan. This involves working across the Federation and its membership to support the development of high quality, relevant, evidence based policy; and informing and supporting housing associations to respond to a changing policy and legislative environment.

Responsibilities

Key responsibilities for this post include:

- Providing support to the team in engaging with member housing associations to identify and respond to the key opportunities and challenges facing them now, and in the future.
- Contributing to evidence gathering and analysis to support policy development.
- Horizon scanning and keeping up to date with current policies and latest thinking and trends on a range of issues that impact housing associations.
- Building and managing effective internal and external relationships with stakeholders.
- Supporting colleagues in providing excellent customer service by responding to requests for information and advice externally and internally in an appropriate and timely matter.

Competencies

Cluster 1...People Focus
Communication and Influencing
Communicates clearly, concisely and articulately.
Has the confidence to communicate with a wide range of people, both internally and externally. Communicates to the right people at the right time.
Uses effective written communication (e.g. spelling and grammar, clarity and structure).
Collaborating with Others
Builds relationships with others and gets to know people. Gives positive feedback where appropriate.
Has a broad awareness of the work of the team and other individuals in the team and adapts own work accordingly.
Cluster 2...Setting Direction
Seeing the Bigger Picture
Sees link between own role and objectives and those of others in the Federation.
Seeks information about the Federation as a whole, its goals and aspirations.
Analysis and Decision-Making
Uses balanced, evidence-balanced approach to make decisions as required.
Knows where to find appropriate information to inform decisions.

Planning
Effectively plans how to achieve daily, weekly and quarterly goals. Applies logical planning skills (e.g. working back from deadline to set milestones, learning from past experience).
Accurately assesses the time and resources required to achieve goals and targets.
Cluster 3...Achieving Results
Delivering Results
Understands how to prioritise work and does so effectively. Understands how the urgency, importance and complexity of tasks interact to create priority and acts on this.
Informs members, partners and colleagues as appropriate, if priorities, schedules or deadlines need to change. Manages their expectations of delivery.
Quality assures own work in an exacting manner before delivering to others. (e.g. checks outgoing emails and documents for overall sense-making, accuracy and internal consistency).
Drive and Personal Effectiveness
Is adaptable when priorities change.
Has the confidence to constructively challenge and question processes and practices or the behaviour of others in order to drive continuous improvement.
Welcomes or seeks out feedback on performance and acts on constructive or challenging feedback appropriately.

Cross Cutting... Technical Expertise and Knowledge

<p>Technical Expertise Essential</p>	<ul style="list-style-type: none"> • Excellent administrative skills with the ability to prioritise, multi task and meet deadlines. • Ability to build a rapport with all stakeholders. • Experience of delivering excellent customer service and giving accurate advice/information in a timely manner. • Excellent ICT skills
<p>Technical Expertise Desirable</p>	<ul style="list-style-type: none"> • Knowledge of or interest in housing and social policy. • Knowledge of or interest in the policy development process. • Experience of working within a membership environment.

Date: April 2019

TERMS AND CONDITIONS

Salary

London - Circa £23,050 per annum + Excellent benefits

National - Circa £18,950 per annum + Excellent benefits

All new staff to the Federation will be appointed on a spot salary within the salary scale for their grade. The normal expectation is that this will be at the bottom of the scale. This may be varied where the successful candidate is already earning above the minimum of the scale.

Contract

Permanent

Hours of Work

This role is a 35-hour week. Attendance at Federation conferences, national meetings and a certain amount of evening meetings will be required including some overnight stays.

Probationary Period

This post is subject to a 6 month probationary period.

Annual Leave

The holiday entitlement is 27 days plus three days paid holiday leave to only be taken between Christmas Day and New Year's Day inclusive, public holidays are in addition.

Occupational Sick Pay

The entitlement to sick pay is service-related, starting with one month's full pay during the first year of service and rising to six months full pay after 5 years service.

Pension Scheme

We offer a membership of a defined contribution pension scheme with the Social Housing Pension Scheme (SHPS). The minimum employee contribution rate is currently 3%. The Federation's contribution rate is 2% higher than the employee up to a maximum Federation contribution of 8%.

To find out more about SHPS website, where further details can be obtained.

<http://www.thepensiontrust.org.uk/TPT/SHPS/Homepage.htm>

Private Health Care

The Federation will pay for you to become a member of the AXA PPP, allowing you to benefit from early diagnosis of medical conditions, access to surgery and complementary medicine e.g. physiotherapy. You may also opt to pay for your partner and/or children to become members too.

Tax-Free Childcare

You will be entitled to sign up to the Government's Tax-Free Childcare (TFC) scheme. Sign up at www.childcarechoices.gov.uk/

Interest Free Loan – Season ticket

We provide interest free loans to pay for annual season tickets for travel to and from work.

Cycle to Work scheme

We offer a tax free cycle to work scheme, which allows savings on the cost of a new bike, clothing and accessories for employees wishing to cycle to work for all or part of their journey.

Place of Work

London, Bristol and Manchester.

Learning and Development

The National Housing Federation is looking for a candidate, with the appropriate skills and experience to fulfil this role. In return we provide an excellent working environment. The Federation has an organisational development programme which provides individuals with training and support to develop their skills. We also actively encourage individuals to participate in corporate project groups and development centres. We support individuals to undertake professional development and personal study, whilst encouraging a culture that supports a work-life balance for its staff.

Behavioural Standards

Carry out the work of this post in line with Federation policies, statutory requirements and responsibilities, corporate and professional standards including the Federation's competencies framework.

Equality and Diversity

The Federation is proud to be an equal opportunity workplace and we value the contribution each individual makes to our work. We are committed to ensuring our workforce reflects the diversity of the society in which we live and encourage applications from people of all different backgrounds, regardless of all protected characteristics or social background.