



Staffordshire  
Chambers of  
Commerce.



European Union

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Development Fund

# External Policy and Public Affairs Team Leader

**Full Time (35 hours)**

**Permanent Contract**

**Recruitment Pack**

**January 2021**



At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

## **External Policy and Public Affairs Team Leader**

**Salary up to £25,000 per annum dependent on experience**

### **Permanent Contract**

We have a fantastic opportunity for an External Policy and Public Affairs Team Leader to join our team. Based at our offices at Festival Park you must be enthusiastic and a self-starter with a positive attitude and the ability to use your initiative to effectively communicate your knowledge and expertise to businesses.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full-time role, working Monday to Friday, a total of 35 hours per week.

Further information about Staffordshire Chambers of Commerce is available on our web site [www.staffordshirechambers.co.uk](http://www.staffordshirechambers.co.uk).

**Closing date: 19/01/2021**

**Interviews are schedule to take place at the start of February**



## About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

**Business Support** – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

**Enterprise Support** – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

**Trade** – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

**Training** – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

**Events** - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

**Representation** – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



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## Job Description

<b>Job Title:</b>	External Policy & Public Affairs Team Leader
<b>Accountable To:</b>	Marketing Manager under CEO guidance
<b>Location:</b>	Staffordshire Chambers of Commerce offices and working from home
<b>Terms</b>	Full time, permanent. Job-share, or flexible working considered

### Our Vision

'Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and doing things BETTER'.

### Our Values

We are:

- **Bold**  
We try new things  
We are passionate about making a difference  
We always put our members first
- **Excellent**  
We achieve the highest standards  
We seek to improve continuously  
We are committed to equality of opportunity
- **Trusted**  
We communicate well  
We are consistent in our approach  
We put colleagues and customers first
- **Team Focused**  
We are an outstanding team  
We are focused on achieving our vision  
We respect and support each other
- **Ethical**  
We represent our members professionally  
We make a positive contribution to the community  
We act with integrity
- **Responsive**  
We are open to change  
We respond positively to customer feedback  
We maximise opportunities.



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## Job Purpose

To develop the Chambers' policy strategy and plan by undertaking analysis and research in connection with key strategic issues and work with the Forums, Local Area Advisory Boards and Sector Groups to capture opinions and issues. To formulate and deliver campaigns, implement actions and formulate a public relations strategy to raise the voice of the private sector.

## Principal Accountabilities

1. Research topics that are responsive to the external agenda and that are set by Members through the Council and the Forums or similar bodies and write policy papers and thought pieces accordingly.
2. Carry out and/or manage research including the BCC QES programme, Hays Workforce reports etc with colleagues and aim to increase the number of responses.
3. Work with the Chairs and coordinators of the Forums to develop policy opinions and be responsive to local and national issues and reflect these in press releases, information to Members and partners and include in the Business Manifesto.
4. Develop and resource research projects in line with the Chambers' objectives and Members' concerns as they arise.
5. Provide policy liaison with British Chambers of Commerce and West Midlands Chambers and represent Staffordshire Chambers as required.
6. Provide representation and plan external affairs meetings with the Chambers' relevant partners (including MPs, Local Authorities' leaders and Local Enterprise Partnership Board Members) as required and report back to Forums.
7. Provide briefings to Chief Executive, Chambers' Presidents, Forum Chairs.
8. Produce regular reports for Chambers Council and produce the Business Manifesto.
9. Write reports and provide analysis on any relevant consultations, surveys and policy documents from partners and Government.
10. Carry out 'horizon scanning' to monitor and identify areas of policy change, or new policy and best practice, and make recommendations to suggest how the Chambers could respond. Specifically ensure that local policy is recognised (e.g. tracking local authority cabinet documents).
11. Work closely with the Marketing and Events teams to ensure Members are aware of policy developments, are engaged in the policy activities of the Chambers, and are able to raise their issues and priorities, including adding content on to the Community platform.
12. Write press releases and other documents including the Business Manifesto and thought leadership pieces and updates to support the Chambers as a representative body
13. Identify and act upon opportunities for the Chambers to have a voice on key policy issues on behalf of Members.

14. Give presentations and attend relevant Chambers' events and activities to promote the Chambers' policy initiatives as appropriate.
15. Carry out any other tasks as required by line manager and senior management.

### General requirements

- Work diligently to ensure you meet the requirements of your job description
- Always seek to improve and have a willingness to learn
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisals
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with the Chambers' culture, values, aims and objectives
- Act as a positive ambassador for the Chambers at all times whether dealing with Members, partners or representing the business
- Contribute to the Chambers' team working environment, taking ownership of issues and supporting colleagues
- Willingly undertake any other duties that may be required from time to time
- Able to work flexibly including evenings and weekends at times

**NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Staffordshire Chambers of Commerce may affect any necessary change in job content or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name (Please print): \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### Person Specification

<b>Job Title:</b> External Policy and Public Affairs Team Leader		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b> Graduate or post-graduate in relevant discipline	Essential	Application
<b>Proven Experience</b> Minimum two years' experience in a policy or advisory role	Desirable	Application
Experience of research and policy analysis	Essential	Application
Experience of meeting, working with and consulting with stakeholders and senior representatives on policy matters	Essential	Application/interview
Experience or understanding and awareness of current business policy priorities and issues.	Desirable	Application/interview
Experience of working in partnership with other organisations	Essential	Application/interview
Experience of producing detailed briefing papers, reports etc including using initiative to make policy recommendations	Essential Essential	Application/interview Application/interview
Proven experience of working to targets and monitoring outcomes		Application/interview
<b>Knowledge, Skills and Abilities</b>		
Interest in Government policies and current affairs, especially as they affect businesses	Essential	Interview
Highly competent use of IT	Essential	Interview
Commitment to achieving the Chambers' vision and able to contribute positively to the Chambers' BETTER values	Essential	Interview
Outstanding customer service skills Professional and friendly approach	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills	Essential	Interview
Problem solving skills – able to work on own initiative	Essential	Interview

A credible ambassador for the Chambers, able to work with a range of others and adapt personal style accordingly	Essential	Interview
<b>Other Attributes</b>		
Positive, and proactive approach	Essential	Interview
Team player	Essential	Interview
Self-starter	Essential	Interview
Driver with own vehicle	Essential	Interview

### How to Apply

Please send your CV to **Joseph Gill** together with a supporting letter detailing how you meet the requirements of the role and how you support the Chamber BETTER values.

Applications should be emailed to **Joseph Gill** or posted/delivered to Staffordshire Chambers of Commerce, Commerce House, Festival Park, Stoke-on-Trent ST1 5BE

Closing date: **19/01/2021**

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact the Chamber on 01782 202222.

Staffordshire Chambers of Commerce is an equal opportunities employer.

## Equality and Diversity Monitoring

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

### 1. Gender

Male       Female       Other

### 2. Disability

Do you consider yourself to have a disability?

Yes       No

If yes, please give brief details:

3. Date of Birth      ----/----/-----

### 4. Ethnic Origin

#### A White

British  
 Irish  
 Any other white background, please state

#### B Mixed

White and Black Caribbean  
 White and Black African  
 White and Asian  
 Any other mixed background, please state

#### C Asian, Asian British

Indian  
 Pakistani  
 Bangladeshi  
 Any other Asian background please state

#### D Black, Black British

Caribbean  
 African  
 Any other Black background, please state

**E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group**

- Chinese  
 Any other background, please state

**5. Sexual Orientation**

- Bisexual  
 Heterosexual  
 Homosexual (Lesbian/Gay)  
 Other

**6. Religion or Personal Belief (Please state)**

Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.