



Job Description

Job Title:	External Affairs and Communications Advisor
Accountable To:	Marketing Manager
Location:	Staffordshire Chambers of Commerce

Our Vision

All employees of the Chambers are expected to contribute to 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 do things BETTER’.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

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



Job Purpose

Working alongside the Marketing and Membership departments, you will develop the Chambers' policy strategy and manage and influence relationships with a broad range of member businesses and external stakeholders in support of the Staffordshire business community

You will have an interest in economics and politics and be passionate about making a positive difference to Staffordshire businesses and their respective communities. You will be an exceptional communicator and have an innate ability to deliver persuasive arguments, both in person and on paper.

This is an exceptional opportunity for a dynamic and talented individual to join a progressive and supportive company that offers its close knit team, a good work / life balance and the unique opportunity to make a difference to the area in which they live.

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
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. Co-ordinate the Forum programme to develop policy opinions and statements on local and national issues.
4. Provide a research function on topics of interest for Chambers' Members.
5. Provide policy liaison with BCC and West Midlands Chambers and represent Staffordshire Chambers as required.
6. Provide representation and co-ordination for the Chambers' relevant partners, organisations and groups.
7. Provide briefings to CEO, Chambers President, Forum Chairs and others and produce regular reports for Chambers Council including production of the Business Manifesto.



8. Write reports / analysis on any relevant consultations, surveys and policy documents.
9. 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).
10. Work closely with the marketing and events team to ensure members are aware of policy developments, are engaged in the policy activities of the Chambers, and can raise their issues and priorities.
11. Identify and act upon opportunities for the Chambers to have a voice on key policy issues on behalf of members, including taking forward policy campaigns in conjunction with the marketing team, under guidance from managers.
12. Seek feedback from members, policy forums, local area boards, and other stakeholders to evaluate trends and the impact of the Chambers' work.
13. Develop influencing materials including reports, papers and updates to support the Chambers as a representative body.
14. Responsibility for the organisation, management and delivery (alongside Membership and Events Teams) of Business Leaders and High Growth programmes to develop engagement with mid-scale and growing businesses.
15. Attend relevant Chambers' events and activities to promote the Chambers' policy initiatives as appropriate.
16. Work flexibly to ensure the Chambers' cross cutting policy agenda brings genuine added value by ensuring all service areas are well informed and able to plan ahead effectively in response to forthcoming changes.



General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to improve
- 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 Chamber's culture, values, aims and objectives
- Act as a positive ambassador for the Chamber at all times when dealing with members or representing the business.
- Positively contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

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

Job Title: External Affairs and Communications Advisor		
Criteria	Essential/Desirable	Method of Identification
Qualifications		
Graduate or post graduate in relevant discipline	Essential	Application
Business qualification	Desirable	Application
Proven Experience		
Minimum two years' experience in a policy role	Essential	Application
Experience of carrying out complex research and policy analysis on complex matters including evaluation of options and recommendations	Essential	Application
Experience of meeting and consulting with senior stakeholder representatives on policy matters	Essential	Application/interview
Experience or understanding and awareness of current policy priorities and issues, both generic and specific to Staffordshire.	Desirable	Application/interview
Experience of working for a membership organisation	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	Application/interview
Experience of talking to businesses and understanding their issues	Essential	Application/interview
Proven experience of providing a high standard of service	Essential	Application/interview



Experience of attending business networking events	Essential	Application/interview
Proven experience of working to targets and monitoring outcomes	Essential	Application/interview
Knowledge, Skills and Abilities		
Highly competent use of IT	Essential	Interview
Commitment to achieving the Chamber's vision	Essential	Interview
Able to contribute positively to the Chamber's BETTER values	Essential	Interview/practical assessment
Outstanding customer service skills	Essential	Interview
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
An awareness and understanding of the British Chambers of Commerce	Essential	Interview
A credible ambassador for the Chamber, able to work with a range of others and adapt personal style accordingly	Desirable	Interview



Other Attributes		
Positive, and proactive approach	Essential	Interview
Desire to learn	Essential	Interview
Team player	Essential	Interview
Self-starter	Essential	Interview
Professional & discrete	Essential	Interview
Driver with own vehicle	Essential	Interview
Able to work flexibly including evenings and weekends at times	Essential	Interview
Good sense of humour	Essential	Interview