

L&Q Group

Role title	Public Affairs Officer						Date	July 2024		
Reports to Title	Director of Partnerships, London						Version	1		
DBS Disclosure Required:	Yes		No		Standard		Enhanced		Enhanced +	
Responsibility for End Results										
<p>Purpose:</p> <p>To contribute to the protection and enhancement of L&Q's reputation and position the organisation as an effective partner and influential thought-leader through the delivery of impactful public affairs activities.</p>										
Key Responsibilities / Deliverables:										
Main Accountabilities: List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%.									Time (%)	
1. Maintain a detailed understanding of sector issues, political priorities and the changing regulatory environment to produce insightful briefings for the Chief Executive, Executive Group Directors and other senior leaders.									25	
2. Enable L&Q to maximise opportunities to influence at a national and local level by maintaining an effective stakeholder database and strategic engagement grid. Support the Director of Partnerships with stakeholder mapping, perceptions research, production of a regular stakeholder newsletter and general support to ensure the effective handling of resident and stakeholder communications through the Chief Executive's office.									25	
3. Collaborate with various internal teams to map local stakeholder issues, identify emerging risks and develop mitigation strategies.									20	
4. Provide advice and support for senior leaders attending conferences, roundtables and other relevant events. Produce speaker notes and support with presentations as required.									15	
5. Collaborate with L&Q's Research and Communications teams, as well as external partners (NHF, G15, GMHP etc), to develop position statements and lobbying asks.									5	
6. Work closely with the Communications Team to promote Chief Executive activity through the L&Q website, social media and other PR channels.									5	
7. Ensure health and safety, regulatory & budget governance and compliance for areas under the job holder's control									2.5	
8. Manage risks associated with areas under the jobholder's control. This includes reputational risk and personal responsibility for the accuracy and quality of any corporate material or communications collateral produced									2.5	
Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.										
Nil										

People Responsibility:

Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.

	<i>Direct Reports</i>	<i>Indirect Reports</i>
Total Employees	0	0
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities.		
Responsible for procuring agency or outsourced specialist support for bespoke projects as required, responsible for leading small project teams as required		

Technical Knowledge/Skills

List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications

<ul style="list-style-type: none"> Degree or Higher National Qualification in relevant area or extensive experience and proven track record 	<ul style="list-style-type: none"> Evidence of well-developed interpersonal skills directly liaising with people at all levels within an organisation, including senior leaders
<ul style="list-style-type: none"> Broad communication skill base, experienced in public affairs and stakeholder communications 	<ul style="list-style-type: none"> Excellent writing skills
<ul style="list-style-type: none"> Demonstrable experience of working in a comparable, fast-paced and complex environment 	<ul style="list-style-type: none"> Excellent organisational and planning skills – able to prioritise and manage competing demands
<ul style="list-style-type: none"> Proven ability to clarify business priorities and insight, and translate into public affairs activities 	<ul style="list-style-type: none"> IT literate - MS Office, database management or equivalent
<ul style="list-style-type: none"> Experience of delivering stakeholder engagement activity for multiple audiences in support of complex projects 	

L&Q Values

These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.

People

- We care about the happiness and wellbeing of our customers and employees

Passion

- We approach everything with energy, drive, determination and enthusiasm

Inclusion

- We draw strength from our differences and work collaboratively

Responsibility

- We own problems and deliver effective, lasting solutions

Impact

- We measure what we do by the difference we make

Other

- Commit to supporting L&Q's environmental policy and social mission
- I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks