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| **Role title** | **Press & External Affairs Officer** | **Date** | July 2019 |
| **Reports to Title** | Press & External Affairs Manager  | **Version** | 1 |
| **DBS Disclosure Required:** | **Yes** | **v** | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| ***Purpose*To coordinate and deliver proactive stakeholder engagement and external affairs programmes which project a positive image of L&Q** |
| ***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.   Support the delivery of the external affairs strategy, working collaboratively with the Assistant Director of Communications and other managers to enable L&Q to fulfil its corporate communication objectives | 20  |
| 2.   Liaise with external contacts as required to ensure the effective delivery of external affairs or corporate communications including politicians, local authorities, sector groups, developers and delivery agencies such as the Regulator and GLA/HE | 20  |
| 2.   Produce external stakeholder content and communication as required, providing copy and material which is consistent with and serves to enhance L&Q's corporate identity, brand and house style. |  15 |
| 3.   Maintain an in-depth understanding of the political and policy environment, and maintain appropriate relationships with key trade, local and national stakeholders and journalists in order to facilitate the effective promotion of L&Q.  | 15  |
| 4.    Work collaboratively with all internal teams including Executive Group and relevant senior leaders to assist in the delivery of effective external affairs strategies for L&Q. Produce comprehensive briefings on policy changes for internal clients including Executive Group and other senior leaders | 10  |
| 5.   Provide reactive crisis communications and external affairs support, working with the Press and External Affairs manager to produce timely and appropriate responses under time pressures    | 5  |
| 7.   Manage project related budgets and expenditure in line with appropriate finance protocols and ensuring full compliance with L&Q procurement standing orders and procedures | 5  |
| 8.   Act in a collaborative and supportive way at all times with other team members and L&Q people in a manner consistent with L&Q values and professional conduct | 5  |
| 10.           Ensure health and safety, regulatory & budget governance and compliance for areas under the job holder's control | 2.5 |
| 11.           Manage risks associated with areas under the jobholder's control. This includes personal responsibility for the accuracy and quality of any corporate material or communications collateral produced |  2.5 |

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| **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
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| **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
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