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making life better for carers



# Policy and Public Affairs Officer

## Candidate pack 2026

Carers UK is a charity registered in England and Wales (246329) and in Scotland (SC039307)
and a company limited by guarantee registered in England and Wales (864097).
Registered office 20 Great Dover Street, London SE1 4LX.

# Overview of Carers UK



Carers UK is the leading national charity supporting, advocating for and connecting unpaid carers across the UK. We exist to make life better for unpaid carers, however caring affects them. Despite being a relatively small charity, we regularly punch above our weight and we have achieved meaningful change and we have influenced almost every piece of legislation concerning carers over the past 60 years; from the first ever 1967 legal rights for carers, to the 2024 Carers Leave Act. We have carers experience at the heart of everything that we do. Unpaid carers save the economy an estimated £445 million each day (England and Wales) and are vital to the friends and family members they support, as well as to the wider community. Our support, advice, information and campaigning work are now needed more than ever, as unpaid carers are providing more and more care, adversely impacting on their own health and wellbeing.

Our mission is to make life better for carers:

- We give expert advice, information and support.
- We connect carers so no one has to care alone.
- We campaign together for lasting change.
- We innovate to find new ways to reach and support carers.

**Our Vision:**

We want a society that recognises, values and supports carers and to halve the time it takes for carers to recognise themselves as carers. The last published census in 2021 showed there to be 5.8 million unpaid carers in the UK. However, recent research carried out by Carers UK estimates that the true number of unpaid carers in the UK is as high as 10.6 million, with 12,000 people becoming carers every day.

# Job description

**Job title:**
**Policy and Public Affairs Officer**

**Responsible to:**
**Head of Policy and Public Affairs**

**Location:**
**20 Great Dover Street, London, SE1 4LX / Hybrid working**

**Department:**
**Policy and Public Affairs**

**Hours:**
**35 hours - Full time**

**Contract:**
**Permanent**

**Salary:**
**£33,668 inc ILWA**

## Aim of the role

This role plays a vital part in delivering the charity's core aims to make life better for carers by:

- Contributing to Carers UK's policy and campaigns function in the development and dissemination of policy and practice, working on key projects to maintain and improve the organisation's reputation and helping us to achieve our goals.
- Monitoring, highlighting and analysing key policy and practice developments by the UK Government, other public bodies regarding their potential impact on carers.
- Ensuring that Carers UK effectively communicates its purpose, policy and campaigns to decision-makers, political audiences, carers, practitioners, media and the public to achieve change, helping to build the carers movement.
- Engaging with carers to include their voice, experience and involvement in policy development and campaigns.

# Main duties and responsibilities



## Policy development and analysis:

- To analyse policy and practice developments through a variety of data gathering and evidence sources to assess the impact on unpaid carers, focussing on social care, health, social security and employment policies, identifying campaigning opportunities and potential to achieve change.
- Develop and plan Carers UK's policy and campaigns with input and guidance from the wider PPA team.
- Produce high-quality outputs including briefings, reports and consultation responses, ensuring projects are completed on time and to deadline, working closely with other relevant teams, particularly communications colleagues and nations offices.
- Identify and work with unpaid carers to include their voice, engagement, and experience using a variety of ways of involvement in the development of policy and delivery of policy and campaigns.
- Work with stakeholders, professionals and individuals to gather and record best practice which could improve consistency of support for unpaid carers.
- Contribute to the Carers UK's research programme, by developing and undertaking research, including identifying gaps in evidence, drafting questions, data collection and data analysis, working with the Research and Policy Manager.
- To engage with key stakeholders to align and develop policy positions.

## Public affairs and campaigns

- Monitor Westminster activity for certain policy areas including tracking legislation, parliamentary business and mentions of Carers UK proactively identifying opportunities for influencing in debates, legislation, Committee inquiries.
- Be responsible for the organisation and delivery of some key policy and public affairs events such as workshops, roundtables, webinars, launches, etc as well as supporting key influencing events and meetings, including conferences.
- Contribute to the planning and delivery of integrated campaigns, developing parliamentary and campaigns materials, and undertaking impact and evaluation of campaigns as necessary.
- Support the work of the Carer Poverty Coalition.

## Dissemination and communications

- Ensure colleagues within Carers UK are kept informed of relevant policy developments and are appropriately briefed for key meetings, as required.
- Plan and develop clear and concise policy information, for internal and external publications such as our website, newsletters, articles, leaflets, magazines, briefing papers, press releases.
- To represent Carers UK's views to external organisations by attending meetings, conferences etc., including giving presentations as directed.
- Respond to queries from professionals, including researchers and journalists, and from carers, on policy and campaigns, taking input from other staff where necessary.
- Dissemination of policy and campaigns work on social media in collaboration with our communications team.
- To provide input into the preparation of press materials.

## General

- To attend staff meetings and Carers UK staff conferences and events as directed.
- Work at all times in accordance with all policies and procedures of Carers UK including the Equal Opportunities and Confidentiality Policies.
- To reasonably undertake any other duties as required by the line manager that are commensurate with the level of the post.
- Comply with the data protection regulations, ensuring that information on members, supporters, employees and volunteers remains confidential.

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# Person specification

- Experience of working in the UK public policy environment with good working knowledge of the structures and processes of policy development with government at UK and local level.
- Knowledge and some experience of working with UK parliament and parliamentary engagement.
- Experience of effecting change through policy development and/or research project work.
- Experience of liaising with external bodies and good networking skills with the ability to build and manage internal and external relationships.
- Experience of working as part of a team.
- Experience of working on successful campaigns demonstrating experience of linking policy, media, social media and public affairs.
- Good knowledge in at least one policy area, such as employment, education, social security, health and social care, or community care provision.
- Experience of the organisation and/or delivery of some key policy and public affairs events such as workshops, roundtables, webinars, launches, etc as well as supporting key influencing events, including conferences.
- Strong analytical approach and an ability to analyse complex and varied written material e.g. statistics, legislation.
- Demonstration of a high degree of accuracy, with excellent attention to detail.
- Strong IT skills including excellent knowledge of and experience with Word, Excel, PowerPoint and databases and ideally campaigning software.
- Self motivated, with ability to work on own initiative.
- Agile, adaptable and flexible to changes and challenges.
- Ambitious with excellent organisation and ability to meet tight deadlines.
- Excellent verbal and written communication skills across a range of media to a diverse audience.

## Other requirements

- Ability to empathise and be sensitive to the needs of carers.
- Understanding of and commitment to equality and diversity.
- Empathy with the values and culture of Carers UK.
- Flexibility to work evenings and weekends, as required.
- Ability to attend meetings/events/courses with occasional stays overnight.
- Work at all times in accordance with all policies and procedures of Carers UK.
- Comply with data protection regulations.
- Reasonably undertake any other duties that are commensurate with the level of the post.

## Review arrangements

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

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# Our values

## Carers are at the heart of everything we do. We are:

### Attentive

- We welcome everyone and are always supportive and ready to help
- We listen carefully and respond with expertise and understanding.

### Ambitious

- We're courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
- We are always learning and improving, pushing boundaries to increase our impact.

### Achievers

- We are passionate about what we do and tenacious in our pursuit of change
- We adapt to new challenges and are always striving for excellence
- We love to collaborate and enjoy working with others to reach our goals.

# Diversity and inclusion

At Carers UK, we are passionate about diversity and inclusion and offering equal opportunities. We positively and actively welcome applications from everyone. We strive for our staff group to reflect our stakeholders and the society that we serve.

Carers UK is committed to becoming a diverse and truly inclusive organisation. We are committed to fostering an environment and working culture that celebrates and promotes diversity and inclusion. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sex, sexual orientation, physical abilities, disabilities, religion, faith or belief. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

We are proud to be an Employers for Carers and Carer Positive Member, and a Real Living Wage Employer. We have signed the 'Happy to Talk Flexible Working' Initiative and are committed to building the best possible environment to help carers in the workforce. We have signed the ' Menopause Workplace Pledge' and the Mindful Employer – Positive about Mental Health Charter and achieved the Disability Confident Employer accreditation

As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

# Benefits

We understand what you need from us as an organisation and recognising that, offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We've developed inclusive policies and flexible working arrangements, with your wellbeing at the heart of Carers UK.

**Culture and support**

- A welcoming, supportive and inclusive working environment
- A work-life balance commitment with flexible working arrangements available within a truly flexible working culture
- Hybrid working – vary your working location and hours to achieve your best performance and positive work-life balance
- 24 hour confidential advice and information line including access to structured counselling, plus a 24/7 unlimited doctorline, via a free Health Cash Plan
- A commitment to employee wellbeing, including access to the Wisdom wellbeing and Wellbeing Wednesdays
- A values recognition scheme including winner of the month
- Family friendly inclusive policies
- Four Equality, Diversity and Inclusion employee networking groups championed by our senior management team including LGBTQ+; Neurodiversity and Disability; Faith, Racial Equality and Culture; and Carers and Parents
- Social events including weekly quizzes
- Annual staff conference and monthly all staff meetings.

**Wellbeing benefits**

- A commitment to employee wellbeing, support and inclusion
- A free Health Cash Plan offering a 24/7 unlimited and confidential support, advice and information line, including access to structured counselling as well as access to a 24/7 free and unlimited, confidential GP line. Both services are for you, your partner and dependants
- Wellbeing Wednesdays
- Workplace Mental Health First Aiders
- Access to two Second Medical Opinion services and to a Cancer Care service via the free life insurance scheme
- Access to free online physiotherapy and dietician services
- Access to Wisdom wellbeing app.

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**Time-off**

- Generous annual leave allowance of 25 days plus bank holidays (pro rata), rising with long service
- An additional three paid days off between Christmas and New Year
- Up to 10 days (pro rata) paid carers leave which can be taken in hours as well as half and full days
- Two paid volunteer days per year
- TOIL (time off in lieu)
- Birthday leave
- Paid special leave.

**Financial**

- 6% employer contribution pension scheme
- Cash back up to set limits via a free Health Cash Plan for dental, optical and therapy treatments, plus kids cover
- Retail, restaurant and gym discounts via a free Health Cash Plan
- Free life insurance scheme two times annual salary
- Organisational sick pay scheme
- Free annual flu vaccinations to those who wish to use it
- Cycle to work scheme after six months service.

**Learning and development**

- A commitment to employee learning and development
- Thorough induction and onboarding programme
- Buddy scheme
- Full access to an online learning management system suite of e-learning courses for personal and professional development
- Regular awareness sessions and HR emails
- Role specific training
- Full access to the digital resource for carers
- Appraisal scheme.

# Testimonials

"Working at Carers UK has been an incredibly positive experience. The organisation fosters an inclusive environment where I feel truly valued, and the flexibility they offer allows me to balance both my work and personal responsibilities seamlessly. This flexibility is so important, especially for an organisation that advocates for carers — it's clear that Carers UK doesn't just campaign for change; they live it."

**Neesha**

"I feel very privileged to work for Carers NI and to contribute to the diligent work they carry out on behalf of unpaid carers. I've found my colleagues to be welcoming and supportive, and I really feel that I am being given the chance to grow and develop professionally, as well as personally, through my role. I admire the organisation's commitment to keeping unpaid carers voices at the heart of all we do, and its drive to bring about meaningful change for carers, and I'm very proud to be contributing to that work."

**Nikita**

"As a young father working compressed hours, I can attest to what a supportive environment Carers UK creates for its employees. Its commitment to delivering on its values of being Attentive, Ambitious, Achievers has enabled me to perform my role to the best of my ability and give me the time I need to support my young family."

**Tom**

"Working at Carers UK is such a rewarding experience professionally and personally. The cause to drive positive change for unpaid carers is something I am so passionate about. It's inspiring to know that my role, even in a small way, contributes to enabling the vital work we do to support carers and raise awareness. The team truly are brilliant, every single colleague within and outside of my department, have been nothing but welcoming, supportive, and encouraging since I started. I'm grateful for the way my ideas and contributions are always embraced. I feel lucky to work in an environment where creativity is encouraged, and where everyone works together towards a shared goal. The role offers exceptional flexibility, and Carers UK places a strong emphasis on work-life balance. The organisation genuinely values the wellbeing of its employees and is committed to ensuring everyone can maintain a healthy balance between their work and personal lives. The company culture is very inclusive, from regular social activities to the overall sense of belonging, Carers UK have created an environment where everyone feels valued and able to contribute. It is a fantastic place to work!"

**Anonymous**

"Core to the organisation is our mission inherently to make the world a better place, and the organisation puts a lot of emphasis on our wellbeing to achieve that. For an organisation our size, which is relatively small, there is a huge amount of support. There's also a huge emphasis on work life balance, which is really appreciated.

"Carers UK also creates meaningful change - whether influencing policy or working with world famous organisations to support their people - which is brilliant to know you're part of. Combined with a close team, it means it's a really positive group."

**Will**

"Working at Carers UK is by far the best place I have ever worked at, from the management to my colleagues, I have been treated like family in a professional and kind manner. They are all very helpful and have always been there for me, supporting me to further my skills and knowledge.

"I am so proud to work for such an amazing charity who work so hard to make a difference to so many people. To be part of the movement is such an honour."

**Heena**

"I've now worked for Carers UK for 13 years, longer than anywhere else I've worked in my career. I often say that the main reason for me staying with the charity for so long is the fantastic staff team and the thousands of inspirational members, volunteers and other carers I've had the pleasure to work with. It's a really friendly, supportive and inclusive work environment, and it's very rewarding to be part of a charity that is making a difference at a national and individual level to millions of carers every year. I also really appreciate Carers UK's attention to staff wellbeing, with its hybrid working model, generous annual leave allocation and Wellbeing Wednesdays."

**Michael**

"I love working for Carers UK because it has the meaningful mission of making life better for carers. Carers UK has a positive culture, excellent benefits, strong policies and a commitment to diversity and inclusion where staff can join a wide range of EDI groups. Our colleagues are brilliant and a pleasure to work with. I highly recommend working for Carers UK!"

**Paola**

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“Twelve years at Carers UK: even the interview I attended was special. Within a few minutes it became clear that that the two people interviewing me were part of an organisation that found it very important to live up to the values it held.

“It was by chance that I applied for a post in the caring sector - after my previous employer closed down I was looking for something where I could use my skills in such a way that I could fit my hours around caring for a toddler that needed a lot of looking after at the time. The panel assured me that its flexible working policy and the ability to work from home when needed - long before remote working became a thing - would cover my circumstances.

“Carers UK lived up to that promise and I never once felt pressurised in cancelling a school or doctor’s appointment. For my part, I was always happy to go the extra mile to get the job done - trust builds trust.

“I discovered early on that when I tried to align my approach to the Carers UK way of doing things, my job become ten times easier. I learned how the decision making process worked, and my own contributions became that much more effective.

“Carers UK continues to do an outstanding job in its sector, from changing the law of the land to changing public awareness of what it means to be a carer, what it contributes to the country and how to improve the lot of carers. This adds immeasurably to the job satisfaction I have derived from working at Carers UK.

“In our 60th year of existence, I am immensely proud of being part of an organisation that will stop at nothing to make life better for carers while always valuing the workforce that makes it possible.“

**No name/anonymous**

# How to apply

At Carers UK we want our application process to be as accessible as possible. If you need any adjustments to apply, please email the recruitment team to discuss.

The closing date for applications is **Thursday 10 December 2026, 5pm.**

Personal statement (no more than one side of A4), CV and completed diversity monitoring form should be emailed to recruitment@carersuk.org

The information on the diversity monitoring form will be treated as confidential and used for statistical purposes only.

Carers UK anonymises all applications prior to shortlisting.

We reserve the right to appoint at any stage, should an outstanding candidate emerge.

There will be a two stage interview process with remote first stage interviews taking place the week commencing 4 January 2027. Second stage interviews will be in person.

We may carry out online and social media checks before a formal offer is made. Please email your CV, personal statement (ideally in Word format) and diversity monitoring form to: **recruitment@carersuk.org**

We aim to offer interviews to those who have a disability covered under the definition outlined in the Equality Act 2010 and who meet the minimum criteria for the role. The minimum criteria can be found under the Essential section of the Person Specification of the recruitment pack. Please let us know if your application is being made under the Disability Confident Scheme. You are not required to share the nature of your disability or long term health condition. You will need to state in your email application that you are making your application under the Disability Confident Scheme as you consider yourself to be disabled, or as having a disability. If you meet the minimum criteria then you will be offered an interview.

We look forward to receiving your application soon.

# Notes for applicants

Please read the job description and person specification carefully before completing your application. Shortlisting will be carried out solely on the basis of the information provided on the personal statement and CV.

As the personal statement and CV may be photocopied, please write clearly in black ink or type.

### Diversity details

Carers UK anonymises all applications prior to shortlisting. The Diversity Monitoring Form will be detached and not seen by the shortlisting panel.

### Unspent convictions as defined in the Rehabiliation of Offenders Act 1974

You will not be asked to disclose convictions that are spent but relevant unspent convictions may result in an unsuccessful application. Please give details of any unspent convictions (including date and place of conviction, nature of offence and sentence). Please provide details in a separate email to recruitment@carersuk.org.

This information will not be disclosed to the interview panel.

### Your CV should detail the following:

### References

Please provide two referees. Your referees should have known you in a professional capacity, as an employee or a student. One should be from your present or most recent employer.

### Previous employment

Please list appointments in order, including voluntary work as appropriate, most recent first.

### Other skills

Please list languages, driving, typing, computing etc. Please state level of proficiency.

### Working status

Applicants must have the legal right to work in the UK, for the required hours at the time of application and of appointment, as we cannot provide visa sponsorship. Unfortunately, we cannot consider applicants whose visa conditions restrict their working hours or require employer sponsorship.

## Personal statement

Please give your reasons for wanting to join Carers UK and why you are applying for this post. Give any other relevant information (eg specialist knowledge, experience and personal qualities) in support of your application, bearing in mind the job description and person specification for the post. Please address how you meet the person specification by providing examples as appropriate. Please ensure this is no longer than one side of A4.

## Declarations

Please sign the personal statement and CV to confirm that the information provided is accurate and true and to confirm your consent to the information being processed and handled by Carers UK.

**How we use your personal data**

We are Carers UK of 20 Great Dover Street, London SE1 4LX. Our Data Protection Advisor is Marie Magimay who can be contacted at this address too. We take our data protection responsibilities seriously and would like to inform you about what we intend to do with personal data that relates to you.

As well as name and contact details we hold the CV you provide which includes information about education and qualifications, former employers and work history. All the information we hold is necessary for us to assess your suitability for the job role on offer.

Before we confirm a job offer we carry out some pre-employment checks including taking up references. To carry out these checks we share your name and a bit of information to help the third parties identify you. Our pre-employment checks will include checks carried out in countries outside of the EEA if that is where you lived and worked previously. It is in our legitimate business interests, and your own best interests, to make sure that we offer the job to the most appropriate candidate.

Carers UK may also carry out online and social media checks. Online and social media checks will be conducted in compliance with data protection legislation and maybe undertaken to confirm previous employment and experience. Once your appointment is agreed we will use your personal data to send the employment contract and job offer to you. These are steps preparatory to entering into the contract of employment. We will also notify any recruitment agency involved in your recruitment that an offer has been made. Most of the information we hold at recruitment stage has been provided by you directly, or on your behalf by the employment agency.

We keep our recruitment records for the duration of recruitment process and then for no longer than six months for unsuccessful candidates. For successful candidates the personal data in the recruitment file will be carried forward into the employee HR file.

We would not publish your personal data for example your photograph or work contact details without your consent but some job roles will involve a degree of publicity and we will make that clear at interview stage.

## Your data protection rights

You have the right to ask for a copy of the personal data we hold that relates to you. If you think that information about you which we hold is incorrect or misleading you have the right to have the information corrected provided you can demonstrate that it is incorrect. You can also request the erasure of personal data relating to you in certain circumstances, where we do not require it to meet a legal obligation. You can also request or restriction of processing so that your records are maintained beyond our usual retention period. You have the right to object to processing on the grounds that it causes you damage or distress and the right to take away a copy of your personal data in electronic format in certain circumstances.

If you are unhappy about the way we use your personal data or the way in which we respond to your request to exercise your data protection rights, you can contact the Data Protection Advisor at Carers UK, 20 Great Dover Street, London SE1 4LX but you also have the right to lodge a complaint with a supervisory authority, the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Carers UK cannot accept responsibility for applications that do not arrive prior to the closing date. Late applications will not normally be considered.

Shortlisting for the post will take place soon after the closing date. If you have not been contacted within four weeks of the closing date, then you should assume that, on this occasion, your application has not been successful.