THE DISPUTE SERVICE LTD

JOB DESCRIPTION

Job title: Communications and Policy Officer (12-month Fixed Term Contract)

Accountable to: Research and Evaluation Manager

Liaison with:

- Internal project leads and teams, the Good Landlord Charter, Landlord Support Co-ordinators, and research and policy colleagues
- Behavioural insight specialists, consultants and delivery partners
- Greater Manchester Combined Authority and local authorities
- Landlords, agents, tenants and wider sector stakeholders

Introduction to TDS

TDS is a not-for-profit organisation with a clear social purpose: to raise standards in the private rented sector. Established to create a fairer and more professional rental market by protecting deposits and resolving deposit disputes, TDS runs a range of social value projects to help improve the sector.

Job Summary

Better Renting is an innovative landlord education and engagement programme designed to improve landlord compliance and raise standards in the private rented sector. The programme will use behavioural insights, action research and place-based learning to help landlords better understand and fulfil their responsibilities throughout the tenancy lifecycle. It will deliver landlord training, practical resources, compliance tools and evidence-based learning to support better conditions and outcomes for people living in rented homes.

As Communications and Policy Officer, you will support the delivery of the programme's communications and education activity. Working closely with the Research and Evaluation Manager, you will help develop clear, engaging content that translates landlords' legal and regulatory responsibilities, policy developments and research findings into accessible communications, practical learning resources and stakeholder engagement activity.

You will play an important role in supporting the development of creative and accessible learning content and materials, including for interactive websites and social media. You will help promote the Better Renting brand and support the wider policy and research team to share project learning in clear, practical and engaging ways.

For candidates with an interest in policy influence, the role will also offer opportunities to support wider policy, research and learning activity within the TDS Policy and Research Team.

Applicants must be based in or around Greater Manchester.

No job description can capture every aspect of this role, and the post holder will be expected to take on additional duties as needed, consistent with the responsibilities outlined below.

PRINCIPAL RESPONSIBILITIES

Key Responsibilities:

Content Creation and Policy Translation

- Develop engaging content across websites, newsletters, blogs, publications and social media channels.
- Keep up to date with housing, regulatory and compliance developments affecting landlords and the private rented sector.
- Produce content that translates complex policy, regulatory and compliance issues into accessible and practical guidance.
- Develop case studies and success stories to demonstrate impact and learning.

Digital Communications and Audience Engagement

- Support the development of audience-specific messaging and communications plans for different stakeholder groups.
- Use audience insight, stakeholder feedback and evaluation findings to continuously improve communications.
- Work with colleagues to ensure communications activities align with project objectives and outcomes.
- Support the sharing of project learning with policymakers, local authorities, sector bodies and practitioners.

Learning Resources

- Support the design and continuous improvement of accessible, user-centred landlord-facing resources, educational materials and online tools.
- Ensure all materials meet accessibility standards and reflect organisational branding requirements.

PERSON SPECIFICATION

Essential Qualifications and Experience

- Degree-level qualification in Communications, Public Policy, Marketing, Journalism, Housing, Design, Social Research, or a related field.
- Excellent copywriting, editing and proofreading skills.

- Proven experience creating high-quality content for a range of audiences and channels.
- Experience translating complex policy, research or technical information into accessible content.
- Experience creating or adapting accessible resources, guidance or learning content.
- Experience communicating with, or supporting engagement with, a range of stakeholders.

Desirable Qualifications and Experience

- Knowledge of housing policy and landlord regulation.
- Experience working in housing, local government, public policy, public affairs or social impact programmes.
- Experience presenting to professional, policy or public audiences.
- Experience producing visual communications materials and digital assets.
- Experience using analytics and engagement data to evaluate and improve communications performance.

Skills and Attributes

- Excellent written and verbal communication skills, with good attention to presentation and accessibility.
- Good attention to detail and an understanding of what makes content clear, accessible and engaging.
- Able to communicate confidently and professionally with a range of stakeholders.
- Creative and innovative approach to communications and engagement.
- Ability to communicate complex information clearly and accessibly.
- Well organised, with the ability to manage deadlines and competing priorities.
- Proactive, self-motivated and able to work independently.
- Commitment to evidence-informed practice and continuous learning.
- Motivation to use communications and policy to support better outcomes for landlords, tenants and communities.

EQUAL OPPORTUNITIES

- Must be able to demonstrate a commitment to equal opportunities, diversity and inclusion.

GENERAL

- Show exceptional attention to detail and be organised enough to juggle projects, meet deadlines and work under your own initiative;
- Demonstrate common sense and good judgement;
- Have a flexible attitude to work;
- Work unsupervised;
- Identify with the aims and objectives of The Dispute Service;

REQUIRED BEHAVIOURS AND ATTITUDE

Applicants must be able to:

- demonstrate an affinity for **customer excellence**
- recognise the importance of **fairness** in all of our work
- demonstrate how they are **making a difference** in the work that they do
- articulate the importance of **teamwork**

HOURS OF THE ROLE

35 hours per week, Monday to Friday, 9am to 5pm.

In return we will be able to provide a competitive salary of £33k p/a, a holiday entitlement of 33 days inc bank holidays (plus an additional day off for your birthday) alongside a plethora of other benefits including BUPA Private Healthcare.

This is a full-time, fixed-term contract for 12 months based in our Manchester Office with option to extend subject to funding. This role will involve a hybrid of working from home and a minimum of 2 days office-based work.

To apply
To apply, please submit your CV and a covering letter outlining how your skills and experience match the person specification.