

POLICY AND INSIGHTS MANAGER

SALARY: £37,500 | LOCATION: REMOTE BASED WITH UK TRAVEL | CONTRACT: PERMANENT, FULL TIME

The Digital Poverty Alliance / Learning Foundation

We aim to end digital poverty in the UK once and for all. We bring together charities, corporates and government to address the underlying issues stopping families gaining full access to digital services such as education, healthcare and employment. We seek social change through our National Delivery Plan, whilst also delivering solutions in local areas that help real people and provide evidence for change.

The whole team work remotely from their homes. Our roles seek to recognise the importance of a good work/life balance, and we do not have fixed offices. We do everything we can to accommodate flexible working, including working part-time, job shares and other arrangements. Please just let us know in your application or at any stage throughout the process (and beyond) if these are options you'd like to explore. We believe that a diverse workforce leads to an organisation that is more open, creative and gets better results. We want our team to represent the diversity of people and communities. We also want our team to be one where different experiences, expertise and perspectives are valued, and where everyone is encouraged to grow and develop.

JOB DESCRIPTION

About this role

Are you passionate about ensuring everyone can engage effectively with the digital world? Are you a brilliant influencer who relishes harnessing great policy and research to realise social change? Do you want to work in a pioneering initiative with impact at its core?

Then this could be the role for you. At the Digital Poverty Alliance, we are looking for our new Policy & Insights Manager. Someone who can inspire us and our partners and spearhead our public affairs work, including working within the team to drive our National Delivery Plan to unite action to end digital poverty by 2030.

This is an exciting, high profile and fast-paced role, joining our small team and working alongside partners, National Delivery Committee members and our wider stakeholders to effect real change for people. You will report directly to the Chief Executive.

This is an exciting time to join us. In 2023 we launched our first [National Delivery Plan](#) – a document that will be augmented annually and provides a strategy to tackle digital poverty in all of its forms. A big part of our social change ambition is delivered through our public affairs work; influencing policy makers so that our ambitions are shared with government, companies and with everyone able to deliver to our vision of a world where everyone is able to connect successfully with the digital world where and when they want to. You will also be responsible for creating white papers, analysing trends and data, and identifying new insights. You will support our Industry Forum, working with existing and new members to broaden the group.

The Policy and Insights Manager will work with the CEO and our team to facilitate this growth in impact, understanding and influence and encourage new partnerships, while ensuring our donors and supporters feel informed and engaged.

As an initiative, the DPA aims to work through partners in delivering to our core mission and, as such, we retain only a small core team with support from our PR agency. As such, you'll lead on delivering our policy and public affairs work, from briefing MPs to developing our policy positions.

Whilst the role is remote based, you will regularly need to attend in-person meetings and events in central London (daytime and evening), as well as undertaking travel across the UK.

What we're looking for from our Head of Policy and Insights

With strong interpersonal and networking skills a given, you will also have strong analytical abilities. This is a varied and interesting role which will cover the full range of public affairs, policy, insights and evidence. As a senior member of the team, you will need to demonstrate strategic thinking, cross-disciplinary working and strong influencing skills and a commitment to diversity and inclusion. Ideally you will have an extensive network of connections in Westminster and Whitehall, and be able to develop new relationships quickly in government UK wide, in the devolved nations and locally. A commitment to our mission – ensuring everyone can engage effectively with the digital world – is essential.

You will be ready to “roll up your sleeves” and get involved in other projects at times, as part of a small and dedicated team, and take on administrative and logistical tasks.

Key focus areas

- Building relationships with public, private and third sector organisations, including the wider DPA community.
- Working to convene and collaborate with organisations and individuals committed to ending digital poverty.
- Work with colleagues across local, regional and national governments and across political parties to advocate for policies to promote digital inclusion.
- Undertaking research and analysis to understand digital poverty and the impact of policies to address it.
- Managing policy and research projects including the development of the national delivery plan and supporting ‘proof of concept’ projects.
- Developing commercial and research partnerships with organisations and supporting the development of the industry forum.
- Communicating the DPA vision and perspective through verbal and written communication.

Responsibilities

- Work with CEO and team to support the delivery of our strategy, delivering against key NDP milestones.
- To play a lead role in nurturing, developing and building relationships with government.
- Developing and delivering our policy work, guided by the best evidence, writing and delivering thought leadership, white papers, and the annual iteration of the National Delivery Plan goals and biennial re-development of the overarching plan, leading this but supported by the team.
- Increase awareness, understanding and trust in the DPA among key stakeholders, attending key events.
- At times, join panels and events to speak on behalf of the DPA.
- Being a part of the project team working on Proof of Concept programmes, identifying key data and working with evaluation partners.
- Provide consultancy to other organisations seeking support from the DPA as part of our income model.
- Facilitate and convene partnerships within communities, working from and as part of a local partnership.
- Inspire and co-ordinate innovation projects and practice development, to test and learn new initiatives and help facilitate partner engagement in this work.
- Raise awareness of the issues associated with digital inclusion/exclusion and especially as faced by those from more disadvantaged backgrounds.

- Work as part of a team to build a positive reputation for DPA amongst our partners and contributors as a source of expertise and as a trusted facilitator and partner.
- Ensure that all advocacy is supported by high quality research and evidence, with our policy and research agenda well aligned to supporting our goals.
- Develop messaging and write content to support our activities, for a range of platforms including reports, briefings, digital communications and marketing materials.
- Support the delivery of our fundraising strategy and the successful delivery of our programmes (with our Development Manager).
- Support our partners with their own public affairs and communications.
- Develop the competencies and capabilities of the DPA and ensure it continues to make a valuable - and valued - contribution to the achievement of our objectives.
- Contribute to the successful performance of the team, and provide expert advice to them on all Public Affairs-related activities and in the implementation of the broader strategy.
- As a member of the team, work with colleagues to promote, support and champion equality, diversity and inclusion across the organisation.

NB: This role will require travel to London and potentially across the UK, and may include occasional evening work or overnight stays. As part of a small team, this will include attending conferences, exhibiting on behalf of the DPA, and supporting other events.

Person specification

Essential

- Experience of in public affairs / policy at a similar level in a non-profit environment
- Track record of influencing (through policy, advocacy, communications, stakeholder relations)
- Strong record of building and managing successful relationships
- The ability to work proactively from home, and used to using remote working tools
- The ability to travel occasionally within the UK, including some overnight stays
- Experience of representing an organisation at a externally; in meetings and on public platforms
- A hands-on approach
- Exceptional verbal and written communications skills
- Presence, credibility, motivational skills, natural ability to command respect based on experience, and ability to look beyond own area of expertise
- Proven experience of building and maintaining influential external relationships and strategic partnerships
- A demonstrable commitment to the DPA mission
- A commitment to equality, diversity and inclusion

Desirable

- Knowledge of the digital exclusion sector
- A strong personal network around public affairs
- Knowledge of digital communications
- Experience of data management & good analytical skills
- Knowledge of impact management

The Digital Poverty Alliance is the working name of the Learning Foundation – registered charity 1086306.

Like every organisation, we are an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment on the basis of any protected

characteristic. Moreover we believe that a staff team made up of people from diverse backgrounds makes us a stronger organisation.

We do highlight that this is a fully remote role – we spend our funding on people not premises. Many of us are in contact all day via Microsoft Teams. We also seek to find opportunities for team members to meet in person where possible, within an organisation with staff all over the country.

Learning Foundation, Registered Charity in England and Wales: 1086306, Registered Company in England and Wales 3978344.
Registered office 3rd Floor, 86-90 Paul Street, London EC2A 4NE.