

## Job Description – Policy Manager (Health and Care)



*This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.*

### Section 1 - Job Details

<b>Job title</b>	Policy Manager (Health and Care)
<b>Directorate area</b>	Research and External Affairs
<b>Department/Team (if applicable)</b>	Policy and Evidence
<b>Reports to</b>	Head of Policy and Evidence
<b>Direct reports</b>	Senior Policy Officer
<b>Job Location</b>	Office based in London with flexibility to work remotely
<b>Contracted hours are agreed locally with line managers</b>	

### Section 2 - Job Purpose

Lead and provide strategic oversight for the MS Society’s health and care policy activity. Ensure our work is evidence-led and focused on achieving impact for people living with MS. Provide effective leadership, line management, and setting the direction of the Health and Care Policy team. Work effectively with colleagues across the MS Society and build strong connections with key external stakeholders.

### Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Activity
1	Provide strategic leadership for the development, prioritisation, and delivery of impactful and evidence-led external health and care policy positions
2	Develop and maintain a detailed understanding of MS-related health and care policy and act as a trusted expert for both internal and external stakeholders
3	Manage the development and delivery of a programme of impactful and robust policy activities and outputs, including policy reports, consultation submissions, policy round tables, and strategic partnerships
4	Provide regular horizon scanning so that the MS Society is keeping abreast of areas of emerging or future policy priorities.
5	Develop and maintain relationships with colleagues within the MS Society and our external partners
6	Represent the MS Society externally, including as a media spokesperson
7	Ensure MS Society public communications regarding health and care policy are accurate and reflect current positions and practice
8	Provide effective line management to two Senior Policy Officers, including overseeing effective recruitment and induction of new starters as required
9	Ensure co-production with people living with MS is built into policy development and implementation

## Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of IT assets within scope of role
Staff/Volunteers	Responsible for managing two Senior Policy Officers
Budget	Responsible for appropriate use of budget allocated for health and care policy activity
Key relationships	Internal: Evidence; Stakeholder Engagement; Public Affairs; Wales, Scotland and Northern Ireland teams; Campaigns; Press; Research; Digital and Content; Chief Executive and Executive Group.  External: People affected by MS; government departments, NHS England, and NICE; other charities and umbrella groups with an interest in MS, neurology, or long-term health conditions; clinicians, healthcare professionals, and relevant professional organisations; pharmaceutical companies.
Information security/ data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society

## Section 5 – Key deliverables

	Measures of success
1	A clearly defined set of health and care policy priorities
2	A programme of impactful and innovative influencing activity
3	Strong relationships with policy and clinical decision makers, with recognition of our policy asks

## Section 6 – Competencies and contribution

Competency	Level required (see below)	B	E	A	T
Fosters co-production	3		X		X
Open to change and innovation	3	X		X	
Sound decisions	4		X	X	
Collaborative working	4				X
Effective communication	4			X	X
Outcome focussed	4	X			X
Inclusivity	3				X
Accountability	3	X	X	X	X
Tech savvy	3	X		X	

Level	
5	<b>Strategic</b> – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	<b>Expert/ Recognised authority</b> – Responsible for managing significant resource (people, budget etc) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to

	person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.
3	<b>Complex</b> - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	<b>Enhanced</b> - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	<b>Foundation</b> - roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

## Section 7 - Learning & Development requirements

<b>Foundation (mandatory)</b>	Mandatory training required in probation period
<b>Additional internal learning/ courses required for role</b>	Developing an understanding of MS as a condition
<b>Other professional training/qualification required</b>	

## Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Requirement	Essential	Desirable	Tested*
Significant experience of developing and delivering impactful policy and influencing strategies and activities aimed at influencing policy makers at a national level	X		A, I, T, P
Detailed understanding of the health and care policy landscape in the UK, ideally with particular focus on neurological conditions and or other long term conditions	X		A, I, T, P
Knowledge and understanding of how different health and care systems operate across England, Wales, Scotland and Northern Ireland	X		A, I, P
Knowledge and understanding of UK Parliamentary processes and how policy interplays with Public Affairs engagement	X		A, I, P
Strong data literacy skills and confidence using and interrogating data to inform policy positions and activity	X		A, I, P
Excellent written, verbal and presentation communication skills with the ability to communicate effectively in different formats and to diverse audiences	X		A, I, T, P
Excellent project and resource management skills, with demonstrable experience of seeing policy projects through to completion, ensuring accuracy and attention to detail	X		I, P

Experience of leading teams and developing and implementing team work plans to deliver high quality results to deadlines	X		A, I, P
Demonstrable commitment to equality, diversity and inclusion	X		I, T, P
Experience as a media spokesperson for an organisation		X	I
Experience engaging with pharmaceutical industry and or government agencies involved with medicines licensing and approval		X	I
Experience of working with clinicians, health and care professionals, researchers, or commissioners on areas of shared interest		X	I

\*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

## Section 9 – Additional Information and Requirements

<b>Confidentiality</b>	Ensure that essential information of a sensitive and or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation or requirements.
<b>Equality, diversity and inclusion</b>	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for disabled people. We expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by disabled people whilst working with us. As well as adopting an inclusive approach and embedding EDI principles in their day to day work.</p>
<b>Health &amp; safety</b>	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
<b>Safeguarding</b>	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
<b>Digital, data and Technology</b>	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
<b>Key contacts and relationships</b>	Head of Policy and Evidence and colleagues across the MS Society
<b>Unusual specific physical and mental demands associated with the role</b>	N/A
<b>Travel requirements</b>	Occasional travel to attend in-person meetings and events across the UK as required by the role, including at our London office

<b>Unsocial hours</b>	Occasional evening events and overnight stays, as required by the role and in line with MS Society TOIL policy
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**Last updated 14 October 2024**