

Policy Officer

Job Description

Salary range:	£40,708 - £43,615 per annum
Band:	4
Job type:	Full-time (37.5 hours)
Contract period:	Permanent
Reporting to:	Group Chief Executive
Team:	Service Delivery
Location:	Oxford or remote (Picker operate a flexible hybrid office/remote working policy)

About Picker Institute Europe

Picker is an Oxford based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person centred health and social care a reality for everyone.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers: these include some of the largest and most high profile such collections in the world. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Service Delivery Team

Service delivery provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a range of stakeholders, including providers, national bodies, academic institutions, and charities to develop and implement evaluation and improvement programmes that help to deliver person centred care.

Purpose of the role

The Policy Officer will support the development and implementation of Picker's policy influencing strategy to make person centred health and social care a reality for everyone. They will be responsible for monitoring policy and political developments; promoting evidence-based policies to advance person centred care; and building and maintaining relationships within the health policy

world. The postholder will lead on the development of policy outputs including briefings, position statements, white papers, and so on, working with research and data science colleagues as well as members of the Executive Team to build evidence and articulate Picker's messages.

Duties and responsibilities

- Develop and maintain a good understanding of key health and social care policy and political developments, keeping colleagues up to date with anticipated announcements and publications, to enable timely response and comment.
- Lead on or assist with a range of high-profile policy projects, including the planning and development of projects, and contributing to analysis, writing and publication. Outputs should advance Picker's vision of person centred care for all, always, and support the development of the Charity's reputation and brand image.
- Identifying opportunities to contribute to public policy debates in health and social care, using evidence from Picker's work and from the public domain to provide insightful thought leadership.
- Work collaboratively with colleagues to support policy analysis, responsive policy work, and to enhance Picker's external profile across various audiences.
- Lead on and assist with written outputs, such as topic-specific briefing papers, website copy, presentations and blog posts to communicate the findings of our work.
- Carry out literature reviews and rapid scans of data and evidence to scope public policy positions on a range of key issues.
- Present evidence and findings (both in writing and orally) about highly complex and sometimes contentious subjects to a wide range of audiences, ensuring an understanding of the subject and issues arising and enabling informed decision making
- Support the drafting of responses to consultations, policy briefings, and other public policy initiatives, including relevant third party publications.
- Build and maintain relationships with external stakeholders, partners, and collaborators relevant to our policy portfolio, including academic and health and social care policy communities.
- Work collaboratively with other teams, creating strong links between other programmes and projects, to promote the use of services, products and survey findings that improve the quality of healthcare.
- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker's aims and objectives.
 - Advocating new approaches, processes and methods to enhance Picker's performance.
 - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the work of the Charity.

- Ensuring compliance with ethical, data protection, and quality standards.
- Occasional travel for research activities, client meetings, conferences.
- Other reasonable duties, as requested by line manager.

Person Specification

Experience, knowledge and understanding	
Understanding of health and social care policy and related public policy developments in the UK	E
Understanding of how policy decisions are influenced and made	E
Knowledge and experience of research and analysis relevant to health policy. This might include synthesising different kinds of evidence, carrying out interviews, or analysing data.	E
Familiarity with and understanding of the core principles of both quantitative and qualitative research including strengths and limitations of different approaches and their use in different contexts	E
Evidence of being able to produce high quality written work for a range of audiences	E
Experience of developing and maintaining relationships with external stakeholders, collaborators or partners	E
An interest in healthcare quality and person centred care	E
Evidence of frequent and continuing professional development	E
Working knowledge of GDPR, ISO27001, ethical requirements around research, and the provisions of the Health and Social Care Act relating to patient confidentiality and research (eg section 251)	D
Skills / Abilities	
Ability to understand and interpret both quantitative and qualitative evidence	E
Ability to analyse complex policy issues, assess their implications for Picker and our beneficiaries, and provide evidence-based recommendations	E
Excellent project management skills with a track record in undertaking and managing policy and/or research projects	E
Ability to build and maintain a network of relationships throughout the organisation, including with directorate colleagues, and with external partners and stakeholders	E
Ability to present data and information to a wide range of audiences through formal and informal presentations, both written and oral	E
Excellent writing skills and a demonstrable ability to write to a high standard for a range of different audiences and to edit the work of others, including identifying novel/ innovative ways to present evidence to different audiences	E
A high degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role	E

Ability to ensure own and team's compliance with company polices, internal working practices and external regulatory requirements	E
A methodical approach to work and strong attention to detail	E
Ability to manage multiple demands, adjust priorities and negotiate timescales as necessary	E
Ability to analyse highly complex numerical and written data, assess options, draw appropriate conclusions and make recommendations	E
High level of competency in Microsoft Word, Excel, PowerPoint and Outlook	E
Knowledge of referencing software such as EndNote or Zotero	D
Ability to work collaboratively corporately and departmentally, and where necessary with external suppliers and contacts	E
Ability to work to deadlines and tight timescales	E
Ability to manage workload with frequent interruptions, multiple demands on time and requests from stakeholders	E
Ability to work independently under managerial direction, seeking advice on company policy or resource issues as required, and gain required approval at predetermined stages of projects	E
Understands and supports Picker's aims	E
Qualifications	
Educated to degree level or equivalent in a relevant discipline (or equivalent experience)	E
Post graduate qualification or equivalent experience in a relevant discipline	D

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds and we are a Disability Confident Committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact the HR team by email; hr@pickereurope.ac.uk