



**Job title: Senior Policy Officer (Health and Social Care)**

**Location: London office-based with flexibility to work remotely (occasional travel required)**

**Reports to: Policy Manager (Health and Social Care)**

### **Introduction to multiple sclerosis and the MS Society**

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

### **Purpose**

- Contribute to the development of the MS Society's public policy positions, statements and arguments, in pursuit of our goals to improve the lives of people affected by MS.
- Ensure that our policy work is built on strong evidence and is informed by, and developed with, people affected by MS and relevant professionals.
- Work closely with colleagues in Campaigns, Public Affairs, Stakeholder Engagement, PR and Research to enable the MS Society to build effective campaigns and influencing programmes around key issues facing people with MS.

### **Key Relationships:**

#### Internal

- The post holder works closely with: Stakeholder Engagement, Public Affairs, Campaigns, Press Research, Services, Nations, Digital and Marketing.

## External

The post holder works closely with:

- People affected by MS
- Other charities with an interest in MS, neurology, long term health conditions or associated issues
- Relevant professional healthcare organisations
- Relevant private organisations, including the pharmaceutical industry
- Other relevant stakeholders, such as umbrella organisations, service providers and regulatory bodies.
- Senior staff and contacts in other voluntary organisations and coalitions
- Relevant national decision makers, such as civil servants and officials in arms-length bodies

## **Our values**

We expect everyone who works with us to model and promote our values:

### **Bold**

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

### **Expert**

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

### **Ambitious**

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

### **Together**

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

## **Detailed Responsibilities**

### **1 Evidence based policy development and implementation**

- Identify, research and develop positions on health and social care policy important to the lives of people with MS
- Provide advice and expertise about UK health policy, and identify gaps in evidence or understanding and proactively recommend strategies to address them
- Research and produce evidence-based briefings and submissions for Government departments, parliamentarians, civil service and other statutory bodies, including NICE.
- Embrace co-production and collaboration, seeking input from colleagues from across the MS Society, from external stakeholders, and from people living with MS
- Monitor key developments in MS healthcare and treatments through official and informal networks, and analyse their impact on people affected by MS
- Identify upcoming key issues and produce a forward plan work to respond to and address these
- Quickly respond to relevant developments and take initiative to produce necessary evidence and analysis.

### **2 Networking and collaboration**

- Independently develop and manage a network of key external relationships and work with the Policy Manger to maintain a thought leadership position within the sector
- Develop and maintain the MS Society's policy work by taking leadership roles in relevant collaborations and strategic alliances with senior stakeholders
- Facilitate and manage the relationship between the MS Society and key external organisations, including the pharmaceutical industry, and work with lead contacts from those organisations to initiate projects and manage official representation when appropriate
- Develop and maintain good working relationships with key stakeholders including senior civil servants and clinicians
- Lead the development, planning and organisation of workshops, seminars and roundtables that engage the professional community, key opinion formers and decision makers in critical debates about treatments and concerns of interest to people living with MS.

### **3. Effective communication**

- Keep colleagues up to date on key policy through briefings, presentations and training, both proactively and reactively
- Work with colleagues in Press, Public Affairs, Campaigns and Digital to produce and disseminate articles, blogs and press releases and other material as appropriate
- Support the communication of MS Society's policy positions internally and advise staff and volunteers at all levels throughout the organisation, on issues related to neurology services and access to treatments

### **4 Monitoring and Reporting on Performance**

- Monitor performance information against objectives, outcomes and organisational KPIs
- Take corrective action in a timely manner when necessary
- Contribute to the impact measurement of the team's work.

### **General**

- Compliance with our governance procedures, policies and procedures
- Contribute to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best
- Responsible for the effective use of financial and other resources.

### **Other duties**

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.
- To undertake any other works as could be expected of a Senior Policy officer
- To manage policy team volunteers on specific, time-limited projects, as required.

### **Person specification**

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

### **Experience**

#### **Essential**

- Experience of working in an external affairs, research or policy analysis and development role.
- Experience of producing clear and concise reports, and/or policy briefing papers.
- Experience of providing policy support for public affairs activity and campaigns
- Experience of coordinating work with other organisations

- A proven ability to manage sensitive issues and demonstrate tact and diplomacy.
- Experience of writing and delivering presentations for diverse audiences.
- Experience of project management

#### Desirable

- Experience of working in or with the pharmaceutical industry
- Some experience of chairing working groups and feeding into senior management boards or similar
- Experience of advising senior stakeholders on strategy and taking on thought leadership roles

### **Knowledge and skills**

#### Essential

- Knowledge of UK health policy, ideally with an understanding of issues experienced by people with long term medical conditions.
- Demonstrable commitment to collaborative team work.
- Excellent interpersonal skills and able to influence/persuade a wide range of stakeholders.
- Excellent written and verbal communication skills with the ability to communicate effectively in a wide range of media and to diverse audiences.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Good organisational and workload management skills, with the ability to manage competing priorities and work to tight deadlines.
- Excellent IT skills, in particular knowledge of using Word based Microsoft Office packages, including experience of using Excel for data and information analysis and management
- Some knowledge and understanding of quantitative and qualitative research methodologies
- Experience of successfully identifying evidence gaps and designing activity to address them.

### **Employment terms**

**Grade: F1**



## MS SOCIETY JOB DESCRIPTION

### MS Society Core Competencies

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Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>

<b>Collaborative working</b>	<p><b>Invests time and energy to establish trust and build positive working relationships with individuals and teams across the organisation.</b></p> <p><b>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</b></p>	<b>Together</b>
<b>Effective Communication</b>	<p><b>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</b></p> <p><b>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</b></p>	<b>Together</b>  <b>Expert</b>
<b>Outcome focussed</b>	<p><b>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</b></p> <p><b>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</b></p>	<b>Bold</b>  <b>Together</b>
<b>Inclusivity</b>	<p><b>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</b></p> <p><b>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</b></p>	<b>Together</b>
<b>Accountability</b>	<b>Takes responsibility for work and personal actions; delivers on commitments, indicating</b>	<b>Bold</b>

	<p><b>where work is behind and help is needed, and acknowledges and learns from mistakes.</b></p> <p><b>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses problems quickly and transparently.</b></p>	<p><b>Expert</b></p> <p><b>Ambitious</b></p> <p><b>Together</b></p>
<b>Tech Savvy</b>	<p><b>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</b></p> <p><b>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</b></p>	<p><b>Bold</b></p> <p><b>Ambitious</b></p>