

private & confidential

# Role Description



Policy advisor

**For further information please contact:**

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## JOB DESCRIPTION

<b>Job Title:</b>	Policy advisor
<b>Department:</b>	Policy and strategy
<b>Salary:</b>	£51,000 + generous benefits
<b>Reporting to:</b>	Head of policy and public affairs
<b>Contract:</b>	Full time, permanent
<b>Location:</b>	Hybrid or office-based in London (Westminster / Victoria)
<b>Website</b>	<a href="http://www.nhsproviders.org">www.nhsproviders.org</a>

### About NHS Providers

NHS Providers is the membership organisation which represents the NHS trusts and foundation trusts in England which run hospitals, mental health, community, and ambulance services.

During the pandemic, the NHS has assumed an even more pivotal role and significance in all of our lives. NHS Providers plays a key role in ensuring that the public are suitably informed about the condition and concerns of the NHS, and that politicians and other stakeholders understand the extraordinarily challenging circumstances our members are facing.

Our role is to support and act as the collective voice for these organisations, which together employ more than 1m people, to help them deliver high-quality, patient-focused care.

We do this by: highlighting key issues, supporting them as they develop new roles and partnerships, and reflecting the reality in which they operate; through effective lobbying and influencing; and helping trusts to share good practice and ideas. We are highly regarded for our effectiveness and impact in each of these areas. We are the 'go to' organisation for comment and debate on the issues facing public providers of NHS services, and we believe that the work we do makes a real difference to our members, their staff, and patients.

We are a busy, high performing team of around 100 staff, based in central London, although we are flexible and work in a hybrid format, with both office and homeworking.

Our values are at the centre of who we are, what we do, and how we behave, which are:



## The role

NHS Providers is recruiting a policy advisor to join our busy and high performing team. The postholder will develop and implement a programme of work focused on the quality of care in the NHS. The goals of this programme are to influence the national policy agenda on matters relating to quality on behalf of our membership of trusts, and to support our membership by capturing and sharing good practice and building effective relationships with key national stakeholders.

The programme of work will look at a range of issues relating to quality of care in the NHS, including:

- Placing quality and safety at the heart of NHS care
- Organisational culture and board leadership as it relates to enabling high quality care
- National oversight and regulation of quality
- Quality improvement
- Patient safety and clinical governance
- Patient experience, outcomes and accessibility of services
- Staff engagement

The NHS is in a significant period of reform, including due to legislative change establishing integrated care systems (ICSs) as statutory organisations. It also faces a uniquely challenging period due to the ongoing pressures associated with COVID-19 and the need to recover care backlogs. Trusts need to find new ways to work in their local systems, establishing quality and safety of care as key considerations alongside finance and workforce.

This role is an exciting opportunity to support trust leaders as they respond to this challenging and changing environment.

This is a diverse role, which will require the postholder to be flexible, adapt to a rapidly changing external landscape, responsively manage a wide-ranging portfolio, and contribute to work across the policy team including system working, finance and workforce. The postholder will need to be a robust analytical thinker, a clear communicator, and keen to learn and expand their understanding of trusts' priorities and the quality policy landscape.

### **Job purpose, nature and scope**

The team of policy advisors within the NHS Providers policy and strategy directorate take leadership of individual policy areas, influence the national policy agenda on behalf of members, and work flexibly to contribute to the organisation's other priorities, including supporting members and working in partnership with other organisations. This working model allows policy advisors to develop a firm grasp of the general policy issues facing our members, while providing an opportunity for each advisor to gain a deeper understanding and experience of a specialist area. It also enables policy advisors to collaborate with policy team colleagues, as well as with the communications and development and engagement directorates.

This role carries with it the opportunity to shape a refreshed programme of work, supporting members, shaping the world they work in and developing partnerships with other organisations. Reporting to the head of policy and public affairs, this role will involve developing and leading projects, working closely with trust leaders, partners, and with the senior management of NHS Providers. The postholder will also have the opportunity to lead on other strategic policy projects as and when required.

In a given week you may be asked to do some of the following:

- analyse a new piece of guidance and draft a briefing for members;
- participate in a senior stakeholder meeting to influence a developing area of policy;
- attend a meeting with trust leaders to keep up to date with their activity and insight;
- brief senior leaders at NHS Providers ahead of key meetings or media appearances;
- write a blog giving member views on developments in the quality of care;
- work with external partners to design a new programme of work;
- design a survey for trusts to seek their views on upcoming national policy;
- deliver a presentation to trusts to update them on national policy developments;
- interview trust leaders to develop a set of case studies;
- collaborate with communications colleagues to draft a press release;
- develop an agenda for a member engagement session.

Knowledge of issues relating to quality of care in the NHS would be advantageous but is not essential for success in this role. The key requirements are to have an appreciation of the policy implications of the portfolio, a considered approach to the at-times sensitive subject matter, to be proactive and robust in progressing a wide-ranging set of objectives, and to build effective working and influencing relationships both within and outside the organisation.

## **Main duties**

### **Developing and delivering NHS Providers' policy priorities**

Take responsibility for an agreed programme of policy work focused on quality of care in the NHS, developing workstreams that reflect member priorities, influencing the development of national policies, and establishing NHS Providers as a credible and constructive voice in this area.

To do this, the postholder will:

- Work with internal and external stakeholders to set priorities for quality policy work at NHS Providers and develop and deliver a work programme around them.
- Monitor policy developments and data, and gather intelligence from members and external organisations. Proactively develop insights and ideas for intelligence gathering, influencing and profile-building.
- Build and maintain effective relationships with stakeholder organisations, and represent NHS Providers in meetings with high-profile stakeholders.
- Establish a reference group of members with an interest in contributing to our work on quality of care, and lead on holding member roundtables, interviews and surveys as appropriate to gather intelligence and influence national policy.
- Lead on and contribute to policy projects and influencing activity relevant to the post's remit. This may include undertaking policy analysis, drafting submissions and consultation responses, and commenting confidentially on draft national guidance.
- Produce written outputs such as reports, blogs and briefings, sometimes in partnership with other organisations.
- Advise and work with policy directorate colleagues to develop robust, publicly defensible, and evidence-based policy positions on issues falling within the post's remit.
- Advise and brief the chief executive, deputy chief executive, director of policy and strategy, and the heads of policy, on issues within the post's remit.
- Recognise links between the portfolio and other policy priorities, and collaborate with policy advisors on cross-cutting issues, such as system working, health inequalities, finance, operational performance, regulation, workforce and governance.
- Line or matrix manage policy officers and assistants as required.

## Supporting members

Help trusts to drive improvement and innovation by contributing to range of opportunities for members to connect, engage and learn together.

### To do this, the postholder will:

- Collaborate with our member support programmes teams, in particular the trust wide improvement programme, to contribute policy insight and content and to learn from trusts as they develop their understanding of organisation-wide approaches to improvement.
- Identify insights and intelligence for NHS Providers members, and ensure that expertise, policy knowledge and emerging learning on strategically important policy issues are shared across the membership.
- Project manage ad hoc engagement events to help shape national policy positions.
- Provide advice and support on issues within the post's remit to our member networks, including leading the programme for our medical directors and nursing directors network, and develop and deliver presentations.
- Devise and deliver the programme for NHS Providers' Quality Conference.
- Contribute to the wider priorities of the organisation, including new provider support offers and development of the programme and content for NHS Providers Annual Conference and Exhibition.
- Work alongside the NHS Providers communications directorate to identify, capture and disseminate the key issues, challenges, and achievements of our members. Ensure that media and communications colleagues are well briefed on priority issues with clear lines to take.

## Person specification

### Experience

#### Essential Criteria

- Strong track record of analysing complex policy issues and/or developing policy in a comparable setting
- Managing complex stakeholder relationships, including partnerships, particularly at senior level
- Preparation of accessible high-quality outputs e.g. consultation responses, blogs and reports
- Acting as a respected external advocate for an organisation
- Influencing within health and care or a similarly complex environment
- Educated to degree level or equivalent experience

**Desirable Criteria**

- Membership-based representative organisations
- Experience of line or matrix management
- Experience in health and care policy
- Experience in the quality of care and/or patient safety agenda

**Knowledge****Essential Criteria**

An understanding of the challenges facing public sector organisations in the current climate

**Desirable Criteria**

Knowledge of the health sector and policy, particularly relating to quality

**Skills****Essential Criteria**

- Clarity of thought in considering approach to complex policy issues and stakeholder relationships
- Flexibility in response to a rapidly changing external environment and the need to balance proactive and reactive work
- Excellent verbal, written, analytical and presentation skills
- Ability to develop considered positions that meet member needs in response to potentially sensitive subject matter
- Ability to think creatively and strategically
- Excellent relationship building and influencing skills including ability to establish credibility with senior stakeholders
- Ability to work under pressure, manage a full workload and prioritise to meet deadlines
- Reliable and good team worker
- Ability to contribute to the work and priorities of the wider organisation
- Ability to work with a high degree of autonomy and to initiate policy development activity within the bounds of the post's portfolio which is of benefit to trusts

**Desirable Criteria**

Programme and/or project management

**Demonstrate By**

Application, interview and assessment

Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities. NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

## Equality and diversity

We're working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers.

We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

## Place of work and hours

NHS Providers' office is currently located near Westminster tube station. We will shortly be moving offices to the Victoria area of London. We intend to continue our current approach to hybrid working, where staff work between 1 and 5 days a week in the office. Staff can apply to work permanently at home, and this will be considered on a case-by-case basis, taking into account individual circumstances, the nature of the role and operational needs.

NHS Providers is supportive of flexible working and will give reasonable consideration to requests for reduced hours / part time working, compressed hours, staggered hours (early start/late finish etc), annualised hours, and job sharing.

## Staff benefits and groups

We offer a wide range of benefits:

- 25 days holiday plus 2 additional days off at Christmas
- personal development training and memberships to professional bodies
- study leave, help another leave day, service-related leave and the potential to purchase up to five days extra off per year
- enhanced maternity and paternity leave pay
- season ticket loan for travel
- access to life insurance and dental plan
- enhanced pension scheme
- flu jabs
- eye test
- cycle to work scheme
- health and wellbeing initiatives
- access to the employee assistance programme, a confidential counselling service.

We also run social groups such as a 'social exercisers' WhatsApp group and a book club, as well as a number of staff groups to provide support and a safe space to discuss issues that matter to staff:

- the race equality and cultural inclusion group
- mental health group
- LGBTQ+ group