

<b>Job title:</b>	Policy and Communications Officer
<b>Location:</b>	London office
<b>Hours:</b>	35 hours per week
<b>Salary:</b>	£28,000 per annum
<b>Responsible to:</b>	Director of Policy and Development

#### About:

Independent Higher Education is the UK membership organisation and national representative body for independent providers of higher education, professional training and pathways.

[www.independenthe.com](http://www.independenthe.com)

#### Purpose of the role:

The Policy and Communications Officer is responsible for supporting IHE members on matters of policy and regulation, through one to one assistance, events, communications, and research; and for supporting the Director of Policy and Development in the formulation and delivery of IHE policy and maintaining excellent sector relationships.

#### Duties and Responsibilities:

##### Communications and sector relations

- Monitor and produce regular summaries of relevant news and media coverage, including relevant policy and regulatory updates and briefings.
- In collaboration with the Director of External Relations, produce and oversee the distribution of relevant news and information to members and subscribers of different types via email, on the IHE website and on social media.
- Develop and maintain key relationships within parliament and relevant government departments and with our strategic partners including the Office for Students, QAA, HESA and the British Council.
- Support the Director of External Relations in the development and implementation of IHE's communications strategy.

## **Policy**

- Work with the Director of Policy and Development on all aspects of IHE's policy work.
- Draft IHE's responses to formal and informal government and sector policy consultations.
- Support and deputise for the Director of Policy and Development in meetings with key contacts in government departments and partner organisations, drafting pre-meeting briefings and post-meeting follow-up actions.
- In collaboration with the Director of Policy and Development, produce relevant policy and regulatory updates and briefings to members, subscribers and stakeholders.
- Support IHE's research into the sector including:
  - Organising and supporting focus groups
  - Supporting the design and management of surveys
  - Analysing qualitative and quantitative data
- Support the Director of Policy and Development with her work with Exporting Education UK and the All Party Parliamentary Group for International Students.

## **Membership administration and liaison**

- Develop and manage relationships with current and prospective members.
- Act as first point of contact for all member queries, escalating more complex issues as appropriate.
- Work with the Director of Policy and Development to provide timely support to members.
- Maintain records on IHE member institutions.
- Process applications for new members.

## **Events and meetings**

- Organise and administer member events including (currently) seven quarterly staff networks, and any ad hoc focus groups or interest groups, to include:
  - Scheduling and venue arrangements
  - Publication and promotion of events to network members, in collaboration with the Operations and Events Officer
  - Shaping the agenda in collaboration with the Director of Policy and Development and the Chairs of each network
  - Inviting relevant speakers
  - Updating networks on key developments in the sector
- Organise meetings with members and external stakeholders, draft pre-meeting briefings and coordinate post-meeting follow-up actions.

## **General**

- Keep up with current trends and legislative change in the HE sector
- Undertake a share of the administrative and domestic arrangements in the office, and work with colleagues to ensure a safe, secure and efficient working environment.
- Undertake such other duties as may be required from time to time by the Director of Policy and Development or Chief Executive.

This job description will be reviewed and amended in the light of changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

## Person Specification:

### Essential

- An in-depth understanding of the Higher Education sector
- Experience of writing briefings and summaries of complex documents
- Ability to write and deliver messages that are clear, convincing and inspiring
- Excellent organisational skills; ability to plan, multi-task, prioritise and work on own initiative
- Excellent communicator, able to communicate complex concepts to a non-expert audience, adapting tone and content to different contexts and audiences
- Experience of stakeholder management, including the ability to quickly establish rapport, credibility and good working relationships
- Experience of supporting regular meetings, committees or networks
- Experience of managing projects, delivering to time, quality and budget considerations
- Ability to work flexibly in a busy environment, and willingness to support colleagues where required

### Desirable

- Understanding of UK politics and the workings of Parliament
- Working knowledge of updating websites and maintaining social media feeds
- Knowledge of the international education sector
- Experience of conducting research including surveys, focus groups or interviews