

Social Policy Manager

Context

Reporting to the Manager of External Affairs and Head of External Affairs, the team are responsible for building relationships with external organisations in order to build and raise CAP's profile. Through this work we hope to benefit our clients, CAP and wider society. CAP sits at the crossroads of numerous industries and sectors with EA holding the relationships with any organisation outside the Church or Christian charity space, as well as any policy teams.

The EA team is also CAP's public and social policy team, covering all of our work, in this sphere, to influence society and Government on behalf of CAP and our clients.

Purpose

The role of the Social Policy Manager is to engage with government & external organisations in a variety of ways through building relationships, communication, media and reports, in order to represent CAP and our clients.

To bring about change by lobbying for better policies and outcomes for people living in poverty and debt. The Social Policy Manager additionally, coordinates the development of CAP's policy position on current topics and helps keep CAP engaged with the latest discussions.

Passion

The External Affairs Team are passionately driven and committed to seeing society, government and industries recognise the plight of our clients and be moved to act. They are ambassadors for the organisation, sent out to deliver change whilst staying strongly connected to the wider charity.

Personality

We are above all positive and fun loving, yet professional in our approach, pride ourselves on being great communicators and keen on team working, as well as being proactive and open to change.

Role:

Accountabilities:

- Gain knowledge and experience around UK and devolved governments and regulatory policy and other issues affecting CAP clients.
 - Use that knowledge to steer CAP's external voice on policy and issues facing clients, working with the Team Manager, Head of External Affairs, Director of Engagement and Influence and wider Fundraising & Communications Directorate to prepare policy positions for use within the industry, campaigns and through wider media.

- Stay up to date with current and emerging concerns, and the political environment, and seeking to understand how these can affect CAP and its clients and how CAP should respond.
- Represent CAP and undertake strategic stakeholder engagement with key industries and policy makers in government, regulators and third sector.
 - Working with the Policy and Public Affairs Officer, help oversee and encourage strategic relationship building between MPs and frontline staff, as well as CAP's central parliamentary engagement strategy and involvement with All Party Parliamentary Groups.
 - Maintain a network of policy contacts and CAP's presence in policy forums, both established and new strategic opportunities.
- Research and manage the development of CAP's policy recommendations, working with the External Affairs Team Manager and Head of External Affairs, to define policy lines and positions, and communicate these to relevant internal and external stakeholders.
- Produce industry facing communications including reports, presentations and articles to raise awareness of key issues and CAP's profile.
- Produce and project manage the production of policy reports and briefings, and commission the relevant research working with RDI on the annual client survey and external polling, as well as contribute to the annual CAP Client Report.
- Manage, process and respond to consultation requests in conjunction with the EA team and cross-charity stakeholders.
- Evaluate and advise whether CAP should back external policy recommendations and campaigns, and work with the Policy and Public Affairs Officer to do so.
- Work closely with the Communication department to provide written content or participate in radio or TV interviews on industry topics.
- Maintain awareness of CAP's reputational risks and actively seek to minimise these in ongoing work.
- Support the wider F&C team and especially communications planning with relevant social policy knowledge.
- To contribute information to keep the Policy and Government page up to date on the CAP website and for other regular updates produced by the team, especially Connect and the monthly Frontline Campaigner Group update.
- Any other duties as required by the Line Manager

Strategic Lead accountabilities:

- **Strategy development.** Uses their expertise to develop strategy for their whole department or a number of departments, usually in collaboration with a Director or Head.
- **Strategy enablement.** Uses their expertise to implement organisation-wide strategies that deliver on our strategic aims (e.g. project management, data protection, recruitment).
- **Influence.** Demonstrates people management or leadership skill in a matrixed organisation.
- **Organisational awareness.** Understands the wider organisation and how their work connects with other things happening around CAP.

- **Self-leadership.** Able to work with individual accountability and autonomy over deadlines, as is the case with most strategic lead work.

Measurable Outputs:

- Build and strengthen political connections within all parties by developing an annual parliamentary engagement strategy.
- Provide information for frontline staff to forward onto local MP's **at least quarterly.**
- Attend relevant roundtable meetings on social policy issues **at least monthly.**
- Continue CAP's campaign design and development to ensure year on year progress.
- Effective delivery of a coherent three year plan for policy in conjunction with the relevant stakeholders.
- Coordinate with colleagues in all nations of the UK to deliver policy engagement and influence within devolved parliaments, and engage with nation-based campaigns and consultations.
- **Conceive and develop** a minimum of two events for appropriate audiences (i.e. Westminster, can be Webinar or otherwise).
- To meet the recipient organisations deadlines for any external consultations that CAP responds to. In this role a minimum of five consultation responses will be required in a year.
- Ensure Debt Operations understand any risks in upcoming and developing policies that may affect their work.
- **Maintain** a log of key issues and policy developments and be prepared to brief the senior team, EA and F&C so they are well informed within an agreed timeframe.
- Gather and prepare data and content for charity **reports and briefings** on key social policy changes for industry & government, a minimum of **at least 3 times a year.**
- **Collaborate** with relevant connected teams (including Fundraising and Supporter Development, PR and Network) for **at least 2 initiatives** that include CAP supporters and Frontline colleagues **per year.**
- **Contribute annually** to CAP's Client Report.

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centered culture.

- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person:

Education:

- Degree level in relevant area or equivalent experience

Experience:

Essential

- 2-3 years working in policy, campaigns or public affairs
- Experience of working to meet deadlines or targets
- Experience of developing and leading strategy
- Experience of having to work using your own initiative
- Written communication or report writing
- Experience of networking and influencing
- Experience of report-writing and/or drafting professional documents
- Experience of collaborating within and across teams

Desirable

- Experience of specialist level Social Policy work
- Understanding of policy areas related to UK poverty
- Experience of responding to consultation papers
- Knowledge and understanding of campaigning or movement building

Skills/Abilities:

- Personable and friendly
- Approachable
- Adaptable
- A great level of organisational awareness.
- Excellent at building strong working relationships across teams
- Able to hold a good balance between detail and the 'big picture'.
- Excellent organisational and administrative skills
- Ability to prioritise time, tasks and attention effectively
- Contributor to team goals

- Strong initiative taker
- Able to remain calm and professional when communicating in challenging situations
- Ability to understand situations and complex discussions quickly
- Good command of English grammar and spelling with some creative writing ability
- A proven leader who can inspire, influence and deliver results
- Capable of maintaining own emotional well-being
- Strong Team player
- Ability to research
- Excellent data analysis skills

Christian Commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Jan. 2022