

Job Description

Job title:	Director of External Affairs, Strategy and Communications
Department:	Corporate Services
Reporting to:	Chief Operating Officer
Responsible for:	Assistant Director of Strategy & Partnerships, Assistant Director of Insight and Public Affairs, Assistant Director of Business Management, Assistant Director of Communications
Location:	Manchester or London, with travel between sites
Grade:	Director
Job purpose:	<ul style="list-style-type: none">• Creating and delivering PHSO's strategy. Influencing the improvement of public services, through insight and evidence. Improving the quality of PHSO service through measures to increase the transparency and the impact of PHSO casework.• Working in partnership to improve public services (especially front-line complaints handling).• Lead stakeholder engagement, especially across Whitehall, the NHS and advocacy sectors • Deliver a communications strategy to raise awareness and understanding of PHSO's work and maximise impact.• Oversee the analysis of PHSO casework and investigations to generate insight reports to drive system change. and services that continue to meet the needs of the public.• With other PHSO leaders, design, develop and implement new ways of working that improve operational delivery, case resolution and overall outcomes.

Main Duties:

- To act as a senior leader for PHSO, promoting the values and priorities of the organisation and working with staff across the organisation to continuously improve our service.
- To act as a senior advisor to the Ombudsman, Board, Chief Executive and members of the Executive Team on matters of public policy and the PHSO's key external relationships.
- Lead creation and implementation of the strategy, including the design, development and implementation of new ways of working to resolve complaints and address issues at the earliest opportunity.
- Lead strategic stakeholder engagement with delivery partners, regulators, advocacy organisations and across government, to influence change.
- Identify and leverage insight and learning from our casework, delivering
- a range of high-quality Insight products and related communications that maximise the impact of our work to support improvement of public services and the complaints system.
- Raise awareness and understanding of PHSO work amongst key stakeholders including the public, Parliament, Government departments and the NHS.
- To be accountable for the delivery of high quality external and internal research to inform the delivery of insight priorities and help the PHSO evaluate and improve its service.
- Maintain a close and deep understanding of the external public policy environment as it is relevant to PHSO's work, ensuring changes in policy and practice are effectively communicated.
- To provide direction and leadership to the Communications function, to ensure effective communication externally which supports the delivery of the strategy and raises awareness of our service and internally, that fully engages the workforce.
- To provide direction and leadership to the Business Management function to drive performance improvements through best practice change management methodologies, processes and programme governance, including all MI data.

Person Specification

Essential Criteria

Knowledge

- Educated to degree level or with equivalent relevant professional experience.
- Comprehensive understanding of the workings of Westminster and Whitehall.
- Application of different research methodologies to public policy making

Skills

- Excellent written and oral communication skills
- Strong analytical skills
- Strong project management skills

Experience

- Proven successful track record in leading public affairs and/or policy functions in a regulated environment.
- Proven ability to effectively communicate complex issues in a compelling way to different audiences
- Trusted advisor to Board members, used to building trust and credibility quickly
- Experience of managing procurement processes and budgets, ensuring value for money
- Extensive experience of working with senior stakeholders
- Experience of operating at a senior management level
- Experience of overseeing and leading the delivery of complex multidisciplinary projects

Desirable Criteria

Skills

- Strong crisis and reputation management skills

Experience

- Experience of leading multi-disciplinary teams through change to achieve results

Competencies

Engaging People

Communicating Effectively

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

Team Working, Diversity and Inclusion

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

Customer Focus

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance.

Organisational and External Sensitivity

Continuous Improvement

Continually look to improve skills, knowledge and ways of working and seeking ways to improve efficiency and value.

Managing Change

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas.

Organisational Awareness

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to become an exemplary Ombudsman service.

Delivering Results

Negotiating and Influencing

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

Planning and Quality Focus

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

Creative and Analytical Thinking

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

Leadership

Maximising Potential

Actively encourages and supports the development of self and others. Motivates and empowers others to achieve organisational goals. Creates an environment in which people take ownership of their own career progression, taking remedial action where needed while acknowledging and celebrating success.

Decision Making

Looks at issues with a broad view to achieve the organisations goals. Thinks ahead and prepares for the future.

Strategic Vision & Thinking

Using and understanding the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.