

# Project and Policy Officer

## Job Description and Person Specification

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<b>Job title</b>	Project and Policy Officer
<b>Hours</b>	35 hours per week
<b>Salary</b>	£27,000
<b>Location</b>	Hybrid
<b>Reports to</b>	Policy Manager

## National Voices

### ***Making what matters to people matter in health and care***

National Voices is the leading coalition of health and social care charities in England. We have more than 200 members covering a diverse range of health conditions and communities, connecting us with the experiences of millions of people. We work together to strengthen the voice of people: patients, service users, carers, their families, and the voluntary organisations that work for them.

### **Our Vision:**

People shaping their health and care.

### **Our Mission:**

We advocate for more inclusive and person-centred health and care, shaped by the people who use and need it the most.

### **We do this by:**

- Understanding and advocating for what matters to people especially those living with ill health and groups who experience inequalities
- Finding common cause across communities and conditions by working with member charities and those they support
- Connecting and convening charities, decision makers and citizens to work together to change health and care for good.
- Working flexibly across National Voices organisation to deliver high quality and high value projects and outputs that advocate for our members' needs and those they represent

## The Role

The purpose of the Project and Policy Officer role is to:

- Provide vital project management support to substantial and often fast-paced projects that National Voices runs across its whole organisation including the policy and external affairs team and the evidence and improvement team
- Assist senior members of the policy team to develop policy projects and outputs which support the adoption and spread of equitable and person-centred health and care services.
- Work with voluntary sector organisations and people with the greatest health and care needs to ensure they are engaged in National Voices' work

## Responsibilities

### **Project organisation and administrative**

- Support and coordinate the project management of significant projects, across the whole organisation including the policy and external affairs team and the evidence and improvement team.
- Maintain records of activity, finances and minutes etc as required.
- Lead on collating evidence of activity and its impact to support evaluation.
- Support the planning and facilitation of online and in person events such as working days and webinars.
- Support stakeholder management, particularly via email and diary management using electronic systems.
- Maintain lists of stakeholders and contacts to aid dissemination and networking.

### **Insight, engagement and communication**

- Work with voluntary sector organisations and people with the greatest health needs in the coordination and support of workshops, focus groups and in-depth interviews.
- Read and analyse the influencing work our members do (reports, events) and share content with the National Voices team, spot and make connections.

- Connect with policy and influencing colleagues in member organisations, sharing our work with members.
- Work with senior members of the team to deliver timely and effective Heads of Policy meetings and Members' Briefings on strategic topics within health and care.
- Identify, monitor and evaluate policy issues and assist senior members of the team to formulate and draft new policy positions, consultation responses, reports, briefings and other policy and public affairs documents that capture agreed positions.
- Support and develop the communication of project outcomes and outputs working closely with National Voices Policy and Communications manager.

## **General**

- Support National Voices on a wider set of activities where required in response to capacity or demand.
- Assist senior members of the team on a range of short-term and long-term policy and insight projects, and scoping and developing ideas for future projects.
- Support good project, financial and data management.
- Take a pro-active approach to including our members and people with lived experience in all areas of our work.
- Follow processes set out to measure, monitor and communicate the impact of our work.
- Contribute to the team's planning activities and undertake other relevant duties as appropriate.

## **Person Specification**

### **Values, attitudes and behaviours**

- Passionate about National Voices' mission and work.
- Proactive, flexible and responsive that enjoys the challenge of working cross-organisationally and on simultaneous projects
- Comfortable working in a team, and across organisational teams, as well as under own initiative.
- Able to think and act creatively to solve problems and challenges.
- Committed to reducing inequality and embracing diversity.
- Calm under pressure and able to work to tight deadlines.
- A self-starter with drive, ambition and a creative approach.
- Comfortable with a range of views and perspectives and keen to make connections and build relationships.

### **Skills and abilities**

- Excellent relationship and stakeholder management skills.
- Strong communication skills, used to speaking with a wide range of people.
- Strong organisational and project management skills, including demonstrable ability to prioritise workload and maintain quality.
- Experience of creating, preparing for and facilitating events and workshops.
- Proactive and able to anticipate, plan and prepare in advance of requests.
- Strong listening skills and ability to identify themes within interviews, focus groups and workshops.
- Strong IT skills including Microsoft Office programmes, Hubspot, online conference/meeting software and more.
- Experience of working under pressure and to deadlines in a high performing team.

### **Experience, knowledge and understanding**

- A good understanding of the health policy landscape, how health and care are commissioned, regulated, funded and delivered in England and/or a good understanding of the policy issues relevant to health and care charities.
- Experience of communicating with people and organisations to ensure projects meet agreed milestones
- Value listening to people with experience and the benefit of a diversity of views

## **Our approach to hybrid working**

We recognise the importance of coming together regularly, in-person, as a team, so we can share learnings and spend social time with each other. We also recognise that people need flexibility, and that homeworking enables focused work and can fit well in people's lives.

We ask all staff to take part in pre-arranged team meetings which take place every six weeks in our office space. We also might ask you to meet in-person with members of your team from time to time, or to be available for face-to-face meetings with clients and partners where this enhances the work.

We assume that this would usually not amount to more than one day per fortnight for people who work full time.

We are happy to discuss how this sits in your life. This can be agreed by your line manager.

## **Equality and inclusion**

June 2024

As reflected in our [Equality Action Plan](#), we are committed to being a truly diverse organisation. We want to ensure that our trustees, staff members, lived experience partners and volunteers come from a wide range of backgrounds, each bringing their own unique perspectives and experiences. We want to ensure that everyone feels heard and is fully able to participate and thrive.

We currently have an under-representation from people from racial and ethnic minority backgrounds, people who identify as LGBTQ+ and disabled people and so would particularly welcome applications from people from these groups.

We welcome applications from people who have been in contact with the criminal justice system. For some roles, you may be asked to undergo a basic or enhanced DBS check, but you will only be deemed ineligible for roles which relate to any offences on your criminal record.

We have a range of benefits in place to ensure everyone can thrive, for example:

- We are a Disability Confident employer
- We offer enhanced parental and sickness leave
- We offer flexible working wherever possible
- We provide our employees with an annual wellbeing allowance
- And much more

Find out more: [Our Benefits and Workplace Policies](#).

## How to apply

Please apply by **12<sup>th</sup> September 2025**. We will let you know the outcome of your application by **16<sup>th</sup> September**. Interviews will be held on **23<sup>rd</sup> and 25<sup>th</sup> September online**

Please note, we will be blind shortlisting all applications, so we ask you not to include your name in your application. If also ask you fill in an equality monitoring form, if you choose to do so these responses will remain anonymous.

If you are invited to interview, we will ask you about any reasonable adjustments you will need to be able to participate. We will share interview questions in advance of the interview. If you require any adjustments at any stage of your application, please do not hesitate to get in touch with our Director of Finance and Operations, Matthew Haslehurst at [matthew.haslehurst@nationalvoices.org.uk](mailto:matthew.haslehurst@nationalvoices.org.uk)