

**Public Engagement Manager**  
**Permanent**  
**£45,000**  
**Independent Parliamentary Standards Authority (IPSA)**

**Location**

Central London

**IPSA**

The Independent Parliamentary Standards Authority (IPSA) is the independent body created by Parliament in 2009 to regulate and administer MPs' pay, pensions, business costs and expenses. We ensure transparency and fairness in the way MPs are remunerated and reimbursed for their business costs and expenses, processing around 15,000 claims for costs and expenses each month and publishing the details of these every two months.

**Key areas of responsibility:**

The Public Engagement Manager is an enhanced role to make sure that IPSA's role as an independent regulator is well understood by the media, the public and stakeholders. The Public Engagement Manager will work closely with IPSA's Chair, helping to set the strategy for key stakeholders and providing briefings. Another part of the role is to help plan IPSA's internal communications, so that all staff understand IPSA's priorities. The post-holder will lead and co-ordinate the external and internal engagement for the organisation wide improvement programme. This will include delivery of communications, events, materials and engagement, and managing the work of the communications officer.

**What we are looking for:**

We are looking for someone with a positive and hardworking attitude who can work well with a team and also on their own initiative. You will have excellent communication skills, both written and verbal, and will be able to present information to key stakeholders and staff across the organisation in an effective way.

You will have experience of using a variety of communications methods and channels to influence high profile audiences, monitor and evaluate the impact of activity.

Experience of working with senior staff in a high profile communications team is essential, and supporting the communications and engagement for change programmes is desirable. This is a great opportunity to play a key role in an important organisation.

If you are interested in applying for this role, please send your **Covering letter and CV** to [HR@theipsa.org.uk](mailto:HR@theipsa.org.uk).

Closing Date: **Midnight Sunday 28 January 2018**

Interview date: **5 February 2018**

## Job Description

<b>Job Title:</b>	Public Engagement Manager
<b>Grade:</b>	D
<b>Reports to:</b>	Head of Communications
<b>Salary:</b>	£45,000
<b>Responsible for:</b>	1
<b>Security Clearance</b>	CTC
<b>Job Specification</b>	
<b>Responsibilities:</b>	<p>The Public Engagement Manager is an enhanced role to make sure that IPSA's role as an independent regulator is well understood by the media, the public and stakeholders. The Public Engagement Manager will work closely with IPSA's Chair, helping to set the strategy for key stakeholders and providing briefings. Another part of the role is to help plan IPSA's internal communications, so that all staff understand IPSA's priorities. The post-holder will lead and co-ordinate the external and internal engagement for the organisation wide improvement programme. This will include delivery of communications, events, materials and engagement, and managing the work of the communications officer.</p> <p><b><u>Key areas of responsibility</u></b></p> <ul style="list-style-type: none"> <li>• Developing and managing a strategy for stakeholder communications, including managing and participating in a regular programme of meetings for IPSA's Chair.</li> <li>• Make effective use of social media, and other tools, to engage with the public about IPSA's work.</li> <li>• Lead and co-ordinate the external engagement about IPSA's new online systems.</li> <li>• Explaining to the media and other interested parties IPSA's position on strategic and policy issues; matters relating to the publication of information on MPs' costs and expenses; and queries about individual cases.</li> <li>• Helping to manage IPSA's external website, ensuring that its potential as a communications tool and means of public engagement is fully exploited.</li> <li>• Developing and managing a plan for internal communications and staff engagement and making sure it gets implemented.</li> <li>• Ensuring that the intranet is up-to-date and is increasingly the method by which we communicate internally.</li> <li>• Overseeing any ongoing research work with MPs, their staff, stakeholders and the public, and reporting on the results.</li> <li>• Managing the Communications Officer</li> <li>• Deputising for the Head of Communications and acting as an out-of-hours spokesperson.</li> </ul>
<b>Person Specification</b>	
<b>Skills, Knowledge and Experience Required:</b>	<b><u>Organisational skills</u></b>

- To demonstrate strong organisational and planning skills, effectively managing and organising a wide range of tasks, demands, documents and other materials and ensuring that they are available when required.

**Self-management**

- To be a proactive and flexible self-starter, adapting quickly to changing situations and taking the initiative to respond to the needs and priorities of others
- To prioritise your workload effectively, scheduling activities so as to make an effective use of your time.
- To be able to work flexibly to support ad hoc work within the team and across the organisation
- To have experience of managing or contributing to projects, and to be comfortable with working in a project-based environment.

**Problem solving**

- To react swiftly and effectively to new and difficult situations, identifying problems, gathering relevant information and asking appropriate questions.
- To make sound decisions and judgements and ensure that the information available is current, accurate and complete, understanding and articulating IPSA's policies.
- To escalate difficult situations where appropriate.

**Achieves results**

- To be resilient and to perform well under pressure, responding constructively to setbacks.
- To be able to develop and maintain effective relationships with internal and external stakeholders.
- To demonstrate strong attention to detail and experience of communications work.

**Interpersonal skills**

- To have excellent interpersonal skills, dealing with individuals and cultivating effective working relationships at all levels of seniority
- To have good written skills, with the ability to convey information clearly and succinctly.
- To have excellent oral communication skills (particularly over the phone), with the ability to convey information clearly and confidently.

**IT literacy**

- To have excellent IT skills using Microsoft Office (Word, Excel and PowerPoint) and an understanding of how to use technology to manage and store information and have a good understanding of IT security.