

Directorate	Policy and Engagement	Reports to	Director, Policy & Engagement
Security level	Counter Terrorism Check	Contract	Permanent
Security level	£75,000 - £78,000	Salary band	SLT
IPSA reference	HOSC24		

Overview and context

The Independent Parliamentary Standards Authority (IPSA) is the independent body that regulates and administers MP business funding and decides the pay and pensions of the 650 elected Members of Parliament and their staff in the United Kingdom. We were created by the Parliamentary Standards Act 2009 as the world's first independent regulator of MP financial regulation.

IPSA operates in a complex and high-profile standards landscape. We have an ambitious strategy to move to a strong but simple regulatory approach that supports trust in democracy. IPSA has a key role in helping the public understand the value of the money we provide to support democracy and we therefore need to improve awareness of, and trust in, IPSA's work and purpose.

We are looking for a proactive, credible, and outcomes-driven strategic communications leader to help us achieve our ambitions.

This role sits within the Policy & Engagement Directorate. It reports to the Director, Policy and Engagement and the role will require the postholder to join an out of hours rota, with time off in lieu provided for any hours worked.

Key responsibilities

- Development and implementation of IPSA's external communications strategy and annual communications plans to deliver a compelling narrative on the value of IPSA's work and the funding it provides to support democracy; Develop innovative approaches to communicating with the public and media through social media and other tools to reach a wide range of audiences.
- Co-creation and ownership of IPSA's internal communications strategy, to deliver a compelling strategic narrative to IPSA's people in support of its commitment to grow its people and build a culture of collaboration, utilising innovative approaches to internal communication.
- Building the trust and confidence of stakeholders across the public, Parliament, the media and other opinion formers to further IPSA's strategic objective of supporting trust in democracy.

- Explaining to the media and other interested parties IPSA's position on strategic and policy issues; matters relating to the publication of information on MP funding and general issues management.
- Ongoing assessment of the external environment to identify and manage reputational risks, display judgement and political nous, articulate a clear plan of action, and provide calm and authoritative leadership to the team.
- Provide strategic communications and reputational advice to the Executive Leadership Team and IPSA's Board and the delivery and reporting of the Board's communications desired outcomes.
- Leading autonomous projects and other ad-hoc pieces of work as well as contributing to wider IPSA projects, as required.
- Be an inspiring leader to the Communications team, delivering results and reflecting IPSA's values of staying connected, seeing the bigger picture, being open, doing the right thing and making a difference through all that you do.

IPSA is a learning organisation. We constantly review our work against our customer's need and assess the environment in which we operate so that we can continuously improve. Therefore, the list of key responsibilities may adapt and change over time within the spirit and nature of organisational change and the development of the role.

What we're looking for

You'll be passionate about telling IPSA's story and helping the public and others to understand the value of IPSA in supporting democracy. You'll operate calmly in a complex high-profile landscape to deliver IPSA's communications strategy. With boundless energy and a positive influence on how our stakeholders feel about us you, will proactively generate trust in IPSA and MPs. Through a collaborative approach to your work, sound communication skills and great attention detail, you'll build bridges and be adept at communicating complex and challenging information to MPs and their staff, the media, the public and others.

The experience and technical level required for the role, along with personal qualities, skills, attributes, and qualifications (where relevant) are listed below.

Essential

- Extensive experience of developing and delivering internal and external communications in a high-profile organisation, with highly developed communications knowledge and practice.
- Established network of contacts in the media and other key organisations.
- Crisis, reputation and issues-management experience in a complex political environment.

- Experience of harnessing social media and other tools to deliver compelling stories and improve understanding of complex issues.
- Proactive and ambitious for personal and organisational achievement.
- High degree of political awareness and insightful analysis of developing issues.
- Can use evidence to make continuous improvements, seeking out innovation and best practice to improve outcomes.
- Proactive mindset with the ability to find unique opportunities with key audiences.
- Demonstrable experience working within a customer-facing service environment.
- Self-starter with the ability to work under pressure and to tight deadlines.
- Knowledge of Information Governance and Data Protection and the importance of its application.
- Able to work hours which can vary at short notice due to developing situations.
- Excellent communication skills (including exceptional written English) that can translate complex information into clear, simple and accessible messaging.
- Advanced interpersonal skills, including strategic influencing and collaboration skills and to maintain excellent working relationships with a variety of stakeholders.
- Excellent leadership skills, including transformative project delivery.
- Strong analytical thinking and problem-solving skills.
- Strategic thinking.

Desirable

- Experience and/or understanding of the role of regulatory organisations.
- To be self-aware, recognising own limits, acting on feedback from others and knowing when to seek support and guidance.