



Job description

Public affairs officer

Reports to:	Managing director
Internal relationships:	Policy and public affairs team Members
External relationships:	Parliamentarians, select committee secretariats, APPGs Strategic health influencers Health regulators and policy-making bodies UK governments and health services Government departments Hearing sector professionals and organisations

Role summary

You will lead and deliver public affairs initiatives to help the NCHA achieve its objectives on behalf of members and the patients we serve. You will work with a small policy and clinical team at the [NCHA](#) and collaborate with colleagues across the FODO Group [1].

Your role will be proactively to build the public affairs profile of ear and hearing care providers in the UK by:

- Raising awareness and understanding of the health value of ear and hearing care
- Building positive relationships and identifying opportunities to help achieve organisational goals
- Influencing policy and contributing to the delivery of strategy.

Purpose of role

- Design and deliver NCHA's public affairs objectives for ear and hearing care.
- Develop and maintain influential relationships with government, national bodies and other key stakeholders on members' behalf.

Responsibilities

- Build positive external relationships for ear and hearing care, reflecting NCHA values.
- Maintain a database of key stakeholders to develop strategically important messaging and relationships to advance and protect ear and hearing care in the UK.
- Prepare high-quality briefing materials for political audiences, senior team members, and the broader membership.
- Develop and deliver campaigns, including research and analysis.
- Draft position statements and provide progress reports on public affairs activity.
- Monitor the political environment, e.g. track the progress of parliamentary activity, sector news and other media, and give timely intelligence to colleagues to inform policy and external influencing activities.
- Obtain and analyse information about sector trends, threats, and opportunities and use these to help shape public affairs activities.
- Develop social media and digital content to support NCHA public affairs activities.
- Track and measure the impact of public affairs initiatives.
- Develop partnership working with public affairs teams across the sector to support strategic aims – including working across independent, NHS and third sectors.
- Other duties as required that are reasonable and within your capabilities.

Skills and knowledge

Essential

- Collaborative working style, enjoys working with others to achieve agreed influencing objectives
- Personal drive and motivation
- Experience developing and maintaining public affairs contacts in parliament, government and with other stakeholders, including primary care professions
- Excellent writing and speaking skills
- Good analytical and fact-finding skills and ability to present complex information in a straightforward way, whether in writing or verbally
- Record of delivering effective results
- Attention to detail, accuracy and timeliness
- Good IT (Microsoft Office) and social media skills.

Desirable

- Government experience – e.g. working in a Department in England/Scotland, or an MP/MSP office.
- Understanding of regulation, healthcare and business.

Other information

- **Flexibility** – work flexible hours as reasonable and necessary to ensure you achieve tasks. Some out-of-hours meetings and overnight stays within the UK will be required.
- **Absolute confidentiality and discretion** – respect member and policy confidentiality at all times, following organisational controls.
- **Equal opportunities and tackling inequalities** – promote our corporate and policy goals of tackling inequalities in access to care and promoting and supporting the principles in the Equality Act and similar legislation.

[1] FODO Group includes [FODO](#), [FODO Ireland](#) and the [NCHA](#).