

Role Title	Policy Officer
Job Family	Strategy, Change and Communities
Location	Waltham Forest Town Hall
Pay Range / Scale	PO4
Purpose	
An exciting post within our Strategy and Policy team that aims to provide high quality policy and public affairs advice and support to Cabinet, senior officers, and council members. This is a fast-paced role working across all council services and activities, in a dynamic and influential team. The successful applicant will have a positive, can-do approach to supporting the council deliver their priorities for Waltham Forest. This is a politically restricted post.	

Generic Accountabilities	End Results/ Outcomes
Plan and deliver the services required in the area of responsibility, ensuring compliance with all internal and external standards.	Service objectives for area of responsibility are developed in agreement with line manager. Progress against objectives is effectively monitored and delivered. All relevant legislation, policies and procedures are implemented and complied with.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Manage projects, within the specialist field and control allocated resources.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas.
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Resolve problems, within scope of role, escalating to line manager as required.	Customer/service queries are responded to and resolved. Customers are satisfied with the response, or aware that issue has been escalated. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and minimises risk to health and wellbeing.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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Job Specific Accountabilities:	End Results/ Outcomes
Provide high quality policy and public affairs advice and support to Cabinet, senior officers, and council members.	▪ Advice provided to Leader, Cabinet, senior officers and scrutiny committees to inform Council policy and decisions across all services areas. ▪ The Council receives the strategic advice and support to ensure its voice is heard by stakeholders and decision makers. ▪ Alignment of activity between Cabinet and heads of service, to ensure priorities of the council are being implemented. ▪ A data- and evidence-led approach is adopted to deliver strong and consistent overview and advice.
Monitor wider policy developments of relevance to the council, and identify their implications and our responses.	▪ Cabinet and Council members are informed of relevant policy developments from Government, London Mayor or other bodies, through horizon scanning, data analysis and briefings. ▪ Positions of key stakeholders at local, regional and national level are understood. ▪ Good relationships are developed with key agencies, government departments and think tanks to ensure the Council is at the forefront of public policymaking. ▪ High quality responses drafted to key regional and national government consultations, including government agencies.
Develop council policy through pro-active research, consultation and analysis to develop new ideas within council priorities.	▪ High level objectives are translated into new policies and strategies to deliver key council priorities. ▪ Future trends and political developments that may impact on the Council and its partners are identified. ▪ Briefing materials and reports for internal and external dissemination are produced to a high standard using strong evidence. ▪ Research is carried out to a high standard using available resources to develop bespoke policies and strategies which deliver outcomes for Waltham Forest residents. ▪ External networks are developed for the purpose of bringing best practice and innovation into the organisation.
Support wider Strategy and Policy team work in delivering a high-quality service to Cabinet	▪ Training and presentations to councillors, staff and partners are undertaken to a high standard. ▪ Advice provided to campaigns team on public affairs

and council members, council officers, and scrutiny committees.	and lobbying strategies ▪ The Council's policies and intentions are promoted to external bodies and Waltham Forest's interests are advocated for regionally and nationally. ▪ Improved collaboration and partnership is delivered between the Council and external agencies, including other local authorities. ▪ Relationships that promote collaborative and integrated working are built and sustained across the council. ▪ Creativity, innovation and partnership is fostered in the development of corporate policy
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Nature of Contacts
▪ Senior council officials, Cabinet and council members and external partners. Regular engagement with other local authorities, key agencies, government departments and think tanks to ensure the Council is at the forefront of policy making. ▪ Consult with stakeholders regionally and nationally to identify requirements. Lead partnership working with internal / external services / organisations. ▪ Reporting to Strategy and Policy Manager

Procedural Context
Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council procedures.

Key Facts and Figures
Role is based in Waltham Forest Town Hall.

Resourcing
Budget Responsibilities: None

Knowledge, Skills and Experience

Essential:

- Excellent written and oral communication skills, able to put together and deliver high-quality briefings and presentations at short notice.
- The ability to work creatively and positively to find solutions to problems.
- Robust, resilient, highly motivated and not easily discouraged.
- Ability to work with agility in a pressurised political environment.
- Confidence to build relationships, influence and engage successfully with politicians, senior managers, colleagues and partners in politically sensitive situations.
- Excellent time management skills and the ability to manage a complex workload, prioritising tasks and thriving as priorities change.
- Good ICT skills.

Desirable:

- Experience or relevant skills for working in policy development, research and/or public affairs in central, local government, public body or think tank, including providing high level advice to politicians or senior leaders.
- Excellent research, analysis, interpretation and evaluation skills.
- Excellent experience of writing reports, briefings and other high level communications to a high standard.
- Excellent organisational and project management skills and experience of managing large, complex projects.
- Understanding of political structures, processes and the civil service.
- Experience of collaborative policy development e.g. with think tanks and/or campaigning organisations.
- Knowledge of the workings of local government and the national and political environments.

Indicative Qualifications

Educated to degree standard or equivalent in-work experience

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.