



Head of Policy and Public Affairs

Candidate pack 2024

Overview of Carers UK



Carers UK is the leading national charity supporting, advocating for and connecting unpaid carers across the UK. We exist to make life better for unpaid carers, however caring affects them. Despite being a relatively small charity, we regularly punch above our weight and we have achieved meaningful change and we have influenced almost every piece of legislation concerning carers over the past 60 years; from the first ever 1967 legal rights for carers, to the 2024 Carers Leave Act. We have carers experience at the heart of everything that we do. Unpaid carers save the economy an estimated £445 million each day (England and Wales) and are vital to the friends and family members they support, as well as to the wider community. Our support, advice, information and campaigning work are now needed more than ever, as unpaid carers are providing more and more care, adversely impacting on their own health and wellbeing.

This is an exciting time to join Carers UK as we head into 2025 when we celebrate our 60th anniversary, an important milestone to look back on our achievements and to highlight what more needs to be done to ensure that carers are treated equally in all aspects of their lives and that no one has to care alone.

Our mission is to make life better for carers:

- We give expert advice, information and support.
- We connect carers so no one has to care alone.
- We campaign together for lasting change.
- We innovate to find new ways to reach and support carers.

Our Vision:

We want a society that recognises, values and supports carers and to halve the time it takes for carers to recognise themselves as carers. The last published census in 2021 showed there to be 5.7 million unpaid carers in the UK. However, recent research carried out by Carers UK estimates that the true number of unpaid carers in the UK is as high as 10.6 million, with 12,000 people becoming carers every day.

Job description

Job title:
Head of Policy and Public Affairs

Responsible to:
Director of Policy and Public Affairs

Location:
**20 Great Dover Street, London,
SE1 4LX / Hybrid working**

Department:
Policy and Public Affairs

Hours:
35 hours - Full time

Contract:
**Maternity cover - 10-12 months~
(starting end March 2025)**

Salary:
£46,404 inc ILWA

Carers UK is looking for maternity leave cover for our Head of Policy and Public Affairs to lead the team for 10-12 months. This is an exciting opportunity to join our team at a critical time to influence policy and practice to bring about lasting change for unpaid carers.

The pandemic has really shone a light on what Britain's unpaid carers do. The last few years have been fast paced, offering fresh opportunities for carers' support as well as new challenges that make life more difficult for carers and which need to be overcome.

The role would involve leading and managing the Policy and Public Affairs team and influencing political and policy-making processes, delivering effective campaigns, leading key research with and about carers and engaging carers in our work to ensure that they are at the heart of what we do.

The role plays a vital part in delivering the charity's core aims to make life better for carers leading Carers UK's policy, parliamentary, campaigns and research function to secure change for carers. This role is responsible for leading and managing the Policy and Public Affairs team to create and implement an integrated programme of activity rooted in carers' experiences to ensure that Carers UK continues to be a well-respected and leading organisation for research, evidence and knowledge of practice which improves carers' lives. This role also ensures that we have carer engagement and voice throughout our work in this area.

Main duties and responsibilities



- Identify opportunities for furthering policy development, including working with nation colleagues. Represent Carers UK's views to both statutory and non-statutory organisations by attending meetings, and conferences, giving presentations where necessary.
- Ensure that Carers UK's policy and campaigns work is informed by and includes engagement with carers, using their voice and experience, setting up the necessary processes to deliver this.

Policy analysis and dissemination

- Lead the programme of work which ensures that policy developments within the UK Government, Westminster and other public bodies are identified and analysed, assessing the possible impact on carers.
- Be responsible for Carers UK's high quality and timely development of policy positions/statements on key issues for carers and responses to key consultations i.e. Government, NHS and others to ensure that they have maximum impact.
- Ensure that colleagues are appropriately briefed and advised on policy developments, including expert policy analysis and evidence.

Public Affairs and Campaigns

- Ensure Carers UK's high profile in Parliament is maintained and built on and develop key stakeholder and strategic relationships to enable the charity to meet its goals devising strategies and plans accordingly.
- Lead on the development and delivery of key Carers UK owned campaigns as well as coordinating our response to external campaigns, working with other teams to further our objectives.
- Lead core work on Carers Week including devising and delivering plans, contributing to budgeting and project delivery.

- Develop and manage Carers UK's policy and public affairs events programme including party conferences, events in Parliament, roundtables, and contributing to conferences, working with the organizational Events and Marketing Manager.
- Ensure that clear and concise policy, public affairs and campaigns information is developed, for internal and external publications such as Carers UK's website, articles, leaflets, factsheets, briefing papers, and press releases, writing copy where necessary.
- To be responsible for the delivery of Carers UK's Secretariat for the All Party Parliamentary Group on Carers.
- To be responsible for ensuring up-to-date, lively and accurate content is provided for the relevant policy and news sections of the website, working closely with communications.
- To develop and implement policies and guidelines to ensure good governance of policy and campaigning activity, consistent with the charity's legal responsibilities.
- To work closely and collaboratively with all teams to ensure that work is aligned, supporting other workstreams where policy, media or public affairs input is also needed.
- To work closely with the Income Generation team to support funded work and work on bids for new work. To also be responsible for own income generation targets.
- To deputise for the Director of Policy and Public Affairs as required.

Press, media and communications:

Strategic and internal

- To lead and line manage the team including developing plans, activities, setting clear objectives and outcomes, and championing pro-activity and innovation.
- To develop one year plans and budgets for activities and ensure effective use of resources to achieve annual objectives.
- Work with the Director of Policy and Public Affairs to input into a cross-organisational media strategy is developed meet Carers UK's objectives, working closely with other key teams, including nations.
- Work collaboratively with the Media and Case Studies Manager to help deliver a high quality, well-run media function, including quick and appropriate responses to queries and ensuring that Carers UK's media case studies are continually developed, ensuring GDPR compliance.

- Work with the Media and Case Studies Manager and media team to develop and deliver high profile media campaigns to support core goals on the areas on which this post leads.
- To undertake media interviews and represent the organisation's view to the media as appropriate. Ensure other staff are relevantly briefed to undertake interviews.
- To work closely with the Marketing and Communications Team to ensure that a high quality and high profile of appropriate content across Carers UK's digital and web channels is developed, along with materials for research and campaigns.
- To develop, design and write research questionnaires and reports and be responsible for Carers UK's survey software.
- To collaborate with key academic researchers and think tanks on carers' research, where this furthers Carers UK's objectives.
- To be responsible for monitoring key projects and delivering against targets, including engaging and working with external consultants at times.

Research and funded projects

- To help maintain Carers UK's leading reputation for research, set up and deliver Carers UK's rolling research programme liaising closely with all teams.
- To lead work on Carers UK's flagship State of Caring survey including planning and delivery of the survey, reports and data.
- **General responsibilities**
 - Attend staff meetings and Carers UK staff conferences and events as directed.
 - Work at all times in accordance with all policies and procedures of Carers UK including the Equal Opportunities and Confidentiality Policies.
 - To reasonably undertake any other duties as required by the line manager that are commensurate with the level of the post.
 - Comply with the data protection regulations, ensuring that information on members, supporters, employees and volunteers remains confidential.

Person specification

Experience and knowledge

- Demonstrable experience of developing, delivering and evaluating multiple policy and campaigns strategies linking policy, media, social media and public affairs which directly delivered positive and evidenced changes.
- Demonstrable experience of successful parliamentary Bill work and running parliamentary groups such as All Party Parliamentary Groups.
- Experience of strong collaboration with income generation teams and experience of delivering against personal income generation goals
- Strong understanding and demonstrable experience of working in the UK political and public policy environment with excellent working knowledge of the structures and processes of policy development with government at UK and local level.
- Strong knowledge of policy areas including social security, social care, health and employment, and of the issues facing carers.
- Experience of working with and delivering media to support campaigns or organisational goals.

- Experience of research development and delivery including different methods of primary research with consumer groups and stakeholders and analysis of secondary sources to support organisational objectives, with evidence of impact.
- Experience of using campaigns software with impact.
- Experience of engagement with consumers or user groups to help support their representation in key policy areas as well as including their voice and experience in policy development.

Skills and abilities

- A quick thinker with a strong understanding of the UK political environment, who can spot opportunities, be adaptable and flexible to rise to new challenges.
- Excellent interpersonal skills with the ability to work with carers as well as senior politicians and decision-makers, whether face to face or online.
- Excellent verbal and written communication skills, including report writing.
- Ability to analyse and process statistical information.

- Attention to detail and a high level of accuracy.
- Excellent planning and organisational skills and the ability to manage multiple priorities.
- Ability to work both independently and as part of a small team.
- Line management and budget management.
- Self-motivated and flexible to adapt to changes in work plan delivery and targets.
- Excellent collaborator and able to work with a diverse range of people and organisations.
- Expertise in using social media and online community platforms to maximise user engagement.

Other requirements

- Ability to empathise and be sensitive to the needs of carers.
- Understanding of and commitment to equality and diversity.
- Empathy with the values and culture of Carers UK.
- Flexibility to work evenings and weekends, as required.
- Ability to attend meetings/courses with occasional stays overnight.

Review arrangements

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

Our values

Carers are at the heart of everything we do. We are:

Attentive

- We welcome everyone and are always supportive and ready to help
- We listen carefully and respond with expertise and understanding.

Ambitious

- We're courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
- We are always learning and improving, pushing boundaries to increase our impact.

Achievers

- We are passionate about what we do and tenacious in our pursuit of change
- We adapt to new challenges and are always striving for excellence
- We love to collaborate and enjoy working with others to reach our goals.

Diversity and inclusion

At Carers UK, we are passionate about diversity and inclusion and offering equal opportunities. We positively and actively welcome applications from everyone. We strive for our staff group to reflect our stakeholders and the society that we serve.

Carers UK is committed to becoming a diverse and truly inclusive organisation. We are committed to fostering an environment and working culture that celebrates and promotes diversity and inclusion. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sex, sexual orientation, physical abilities, disabilities, religion, faith or belief. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

We are proud to be an Employers for Carers and Carer Positive Member, and a Real Living Wage Employer. We have signed the 'Happy to Talk Flexible Working' Initiative and are committed to building the best possible environment to help carers in the workforce. We have signed the 'Menopause Workplace Pledge' and achieved the Disability Confident Employer accreditation.



As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

Benefits

We understand what you need from us as an organisation and recognising that, offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We've developed inclusive policies and flexible working arrangements, with your wellbeing at the heart of Carers UK.

Culture and support

- A welcoming, supportive and inclusive working environment
- A work-life balance commitment with flexible working arrangements available within a truly flexible working culture
- Hybrid working – vary your working location and hours to achieve your best performance and positive work-life balance
- 24 hour confidential advice and information line including access to structured counselling, plus a 24/7 unlimited doctorline, via a Health Cash Plan
- A commitment to employee wellbeing, including access to the Wisdom wellbeing and MyStrength wellbeing apps and Wellbeing Wednesdays
- A values recognition scheme including winner of the month
- Family friendly inclusive policies
- Four Equality, Diversity and Inclusion employee networking groups championed by our senior management team including LGBTQ+; Neurodiversity and Disability; Faith, Racial Equality and Culture; and Carers and Parents
- Social events including weekly quizzes
- Annual staff conference and monthly all staff meetings.

Time-off

- Generous annual leave allowance of 25 days plus bank holidays (pro rata), rising with long service
- An additional three paid days off between Christmas and New Year
- Up to 10 days (pro rata) paid carers leave which can be taken in hours as well as half and full days
- Two paid volunteer days per year
- TOIL (time off in lieu)
- Paid Special Leave.

Financial

- 6% employer contribution pension scheme
- Cash back up to set limits via a Health Cash Plan for dental, optical and therapy treatments, plus kids cover
- Retail, restaurant and gym discounts via a Health Cash Plan
- Free life insurance scheme two times annual salary
- Organisational sick pay scheme
- Free annual flu vaccinations to those who wish to use it
- Cycle to work scheme after six months service.

Learning and development

- A commitment to employee learning and development
- Thorough induction and onboarding programme
- Buddy scheme
- Full access to an online learning management system suite of e-learning courses for personal and professional development
- Regular awareness sessions and HR emails
- Role specific training
- Mentoring scheme
- Full access to the digital resource for carers
- Appraisal scheme.

Testimonials

“Working at Carers UK has been an incredibly positive experience. The organisation fosters an inclusive environment where I feel truly valued, and the flexibility they offer allows me to balance both my work and personal responsibilities seamlessly. This flexibility is so important, especially for an organisation that advocates for carers — it’s clear that Carers UK doesn’t just campaign for change; they live it.”

Neesha

“I feel very privileged to work for Carers NI and to contribute to the diligent work they carry out on behalf of unpaid carers. I’ve found my colleagues to be welcoming and supportive, and I really feel that I am being given the chance to grow and develop professionally, as well as personally, through my role. I admire the organisation’s commitment to keeping unpaid carers voices at the heart of all we do, and its drive to bring about meaningful change for carers, and I’m very proud to be contributing to that work.”

Nikita

“As a young father working compressed hours, I can attest to what a supportive environment Carers UK creates for its employees. Its commitment to delivering on its values of being Attentive, Ambitious, Achievers has enabled me to perform my role to the best of my ability and give me the time I need to support my young family.”

Tom

“Working at Carers UK is such a rewarding experience professionally and personally. The cause to drive positive change for unpaid carers is something I am so passionate about. It’s inspiring to know that my role, even in a small way, contributes to enabling the vital work we do to support carers and raise awareness. The team truly are brilliant, every single colleague within and outside of my department, have been nothing but welcoming, supportive, and encouraging since I started. I’m grateful for the way my ideas and contributions are always embraced. I feel lucky to work in an environment where creativity is encouraged, and where everyone works together towards a shared goal. The role offers exceptional flexibility, and Carers UK places a strong emphasis on work-life balance. The organisation genuinely values the wellbeing of its employees and is committed to ensuring everyone can maintain a healthy balance between their work and personal lives. The company culture is very inclusive, from regular social activities to the overall sense of belonging, Carers UK have created an environment where everyone feels valued and able to contribute. It is a fantastic place to work!”

Anonymous

How to apply

At Carers UK we want our application process to be as accessible as possible. If you need any adjustments to apply, please email the recruitment team to discuss.

The closing date for applications is **5pm, Friday 22 November 2024.**

Personal statement (no more than one side of A4), CV and completed diversity monitoring form should be emailed to **recruitment@carersuk.org**

The information on the diversity monitoring form will be treated as confidential and used for statistical purposes only.

Carers UK anonymises all applications prior to shortlisting.

We reserve the right to appoint at any stage, should an outstanding candidate emerge.

Interviews will be held the **week commencing 2 December 2024.**

We may carry out online and social media checks before a formal offer is made.

Please email your CV, covering letter and diversity monitoring form to: **recruitment@carersuk.org**

We look forward to receiving your application soon.

Notes for applicants

Please read the job description and person specification carefully before completing your application. Shortlisting will be carried out solely on the basis of the information provided on the covering letter and CV.

As the covering letter and CV may be photocopied, please write clearly in black ink or type.

Diversity details

Carers UK anonymises all applications prior to shortlisting. The Diversity Monitoring Form will be detached and not seen by the shortlisting panel.

Unspent convictions as defined in the rehabilitation of offenders act 1974

You will not be asked to disclose convictions that are spent but relevant unspent convictions may result in an unsuccessful application. Please give details of any unspent convictions (including date and place of conviction, nature of offence and sentence). Please provide details in a separate email to **recruitment@carersuk.org**.

This information will not be disclosed to the interview panel.

Your CV should detail the following:

References

Please provide two referees. Your referees should have known you in a professional capacity, as an employee or a student. One should be from your present or most recent employer.

Previous employment

Please list appointments in order, including voluntary work as appropriate, most recent first.

Other skills

Please list languages, driving, typing, computing etc. Please state level of proficiency.

Working status

The eligibility criteria for Carers UK posts are derived from rules governing entry into the United Kingdom as defined in the Asylum and Nationality Act 2006.

Covering letter

Please give your reasons for wanting to join Carers UK and why you are applying for this post. Give any other relevant information (eg specialist knowledge, experience and personal qualities) in support of your application, bearing in mind the job description and person specification for the post. Please address how you meet the person specification by providing examples as appropriate. Please ensure this is no longer than one side of A4.

Declaration

Please sign the covering letter and CV to confirm that the information provided is accurate and true and to confirm your consent to the information being processed and handled by Carers UK.

As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

How we use your personal data

We are Carers UK of 20 Great Dover Street, London SE1 4LX. Our Data Protection Advisor is Marie Magimay who can be contacted at this address too. We take our data protection responsibilities seriously and would like to inform you about what we intend to do with personal data that relates to you.

As well as name and contact details we hold the CV you provide which includes information about education and qualifications, former employers and work history. All the information we hold is necessary for us to assess your suitability for the job role on offer.

Before we confirm a job offer we carry out some pre-employment checks including taking up references. To carry out these checks we share your name and a bit of information to help the third parties identify you. Our pre-employment checks will include checks carried out in countries outside of the EEA if that is where you lived and worked previously. It is in our legitimate business interests, and your own best interests, to make sure that we offer the job to the most appropriate candidate. Carers UK may also carry out online and social media checks. Online and social media checks will be conducted in compliance with data

protection legislation and maybe undertaken to confirm previous employment and experience. Once your appointment is agreed we will use your personal data to send the employment contract and job offer to you. These are steps preparatory to entering into the contract of employment. We will also notify any recruitment agency involved in your recruitment that an offer has been made. Most of the information we hold at recruitment stage has been provided by you directly, or on your behalf by the employment agency.

We keep our recruitment records for the duration of recruitment process and then for no longer than six months for unsuccessful candidates. For successful candidates the personal data in the recruitment file will be carried forward into the employee HR file.

We would not publish your personal data for example your photograph or work contact details without your consent but some job roles will involve a degree of publicity and we will make that clear at interview stage.

Your data protection rights

You have the right to ask for a copy of the personal data we hold that relates to you. If you think that information about you which we hold is incorrect or misleading you have the right to have the information corrected provided you can demonstrate that it is incorrect. You can also request the erasure of personal data relating to you in certain circumstances, where we do not require it to meet a legal obligation. You can also request or restriction of processing so that your records are maintained beyond our usual retention period. You have the right to object to processing on the grounds that it causes you damage or distress and the right to take away a copy of your personal data in electronic format in certain circumstances.

If you are unhappy about the way we use your personal data or the way in which we respond to your request to exercise your data protection rights, you can contact the Data Protection Advisor at Carers UK, 20 Great Dover Street, London SE1 4LX but you also have the right to lodge a complaint with a supervisory authority, the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Carers UK cannot accept responsibility for applications that do not arrive prior to the closing date. Late applications will not normally be considered.

Shortlisting for the post will take place soon after the closing date. If you have not been contacted within four weeks of the closing date, then you should assume that, on this occasion, your application has not been successful.