

### JOB DESCRIPTION

<b>POST:</b>	Policy Research Executive
<b>REPORTING TO:</b>	Director of Business Engagement
<b>LOCATION:</b>	Worcester / Hereford
<b>WORKING HOURS:</b>	22.5 – 30 hours per week (to be discussed) A range of flexible working arrangements can be discussed upon application
<b>MAIN PURPOSE:</b>	To conduct research and to provide support to ensure the Chamber of Commerce is seen as the leading voice of business in Herefordshire and Worcestershire.

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### MAIN RESPONSIBILITIES:

1. To research business issues which assist the Policy Team to lobby and influence key stakeholders in local and national government.
2. To write and manage the distribution of surveys and questionnaires, inputting and analysing data during research projects and surveys, whilst Identifying key trends and patterns in data to allow quarterly reports to be produced.
3. To provide on-going administrative support for events and meetings: sourcing venues, catering, speakers, co-ordinating bookings, confirmations, promotion, minuting and ensuring the event or meeting runs smoothly.
4. To ensure accurate records are kept and all information is recorded on the Customer Relationship Management (CRM) system.
5. To support the Policy Team in representing the business community in Herefordshire and Worcestershire at a local, regional and national level.
6. To complete the administration for a programme of regular contact with the MPs and MEP's that represent Herefordshire and Worcestershire, as well as key stakeholders, regional and national groups.
7. Working closely with the marketing department to promote policy activity externally on our website, social media, the policy newsletter, in local press and in the Chamber's bi-monthly publication Business Direction. This will involve uploading articles to the website and uploading content to the email marketing platform.
8. To compile and collate evidence for all areas of the manifesto and update the stakeholder plan.

#### **GENERIC CHAMBER GROUP TASKS:**

1. To work closely with other team members to ensure that all Business Plan, Performance and Financial targets are achieved.
2. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures
3. To work closely with other team members and complement and support the organisation's delivery and development.
4. Any other duties as directed by the Director of Business Engagement.
5. To ensure that any management information is entered onto the Chamber's databases (CRM and Exchequer) on a regular continual basis.
6. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.
7. To adhere to and actively promote the Chamber Equal Opportunities policy
8. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed
9. To work within and assist in maintaining IIP principles for the organisation.
10. To carry out any other duties as required by the business to achieve commercial objectives.

#### **PERSON SPECIFICATION & REQUIRED EXPERIENCE:**

1. Effective research and analysis skills (mainly quantitative), to build an evidence base from which you will work.
2. Highly competent using Excel with a strong working knowledge of analysing and formatting data.
3. Proven experience within a business administration role.
4. Interest in business, economics and current affairs. Ideally someone who would like to keep up to date with social, political and economic developments and brief others on these with the ability and desire to acquire and maintain knowledge of a policy area or areas.
5. Experience using a Customer Relationship Management (CRM) system beneficial.
6. Good written and verbal communication skills with the ability to absorb complex information and present it to different audiences in a clear and accessible way.
7. Customer focussed with an excellent telephone manner.
8. Good organisation skills with an ability to track priorities and work to deadlines.
9. The ability to multitask and work effectively on several projects at any one time.
10. Drive, initiative and enthusiasm.

11. A flexible and adaptable approach to respond to shifting priorities and a rapidly evolving external environment.
12. Flexibility with regards to working hours.
13. Proficient in use of MS Office.

**MOBILITY:**

Ideally, a car owner with full driving licence. Generally office based, but will require some travel for meetings, conferences and events.