External Affairs Officer

Organisation: The National Lottery Community Fund

Directorate: Communications, Impact and Influence

Department: External Affairs

Role/Competency level: Level 2

Reports to: Public Affairs and Policy Manager/Stakeholder Engagement Manager

Role purpose

Our communications celebrate and promote the power of communities to strengthen society and improve lives, bringing to life the story of National Lottery funding. In doing so, we increase the Fund's impact and boost engagement with its core missions. And we strengthen the Fund's position and influence with decision-makers, policymakers and partners.

You will support the Fund's external affairs strategy nationally and regionally across the UK, advancing community priorities through convening and evidence-based advocacy that shows how funding strengthens communities. Working across the External Affairs team, you will research political, policy and sector developments, prepare clear briefings and arrange visits, helping the Fund respond effectively to emerging issues.

You will build and maintain relationships with parliamentary staff, officials and sector peers. By managing and supporting internal and external events, you will contribute to the Fund's engagement with decision-makers and opinion leaders.

Key responsibilities

- Responsible for providing public affairs, policy and stakeholder engagement support across the External Affairs team through management and delivery of events, roundtables, group discussions, meetings and visits.
- Lead the development of briefings and other assets to support the delivery of external affairs work through high-quality research and analysis
- Monitor the external political and policy landscape for developments that are relevant to the Fund and advise colleagues on these as appropriate
- Build and maintain relationships with parliamentary staff, officials, community and sector organisations and internal colleagues; support engagement and relationships with elected representatives.
- Share information with internal colleagues to align messages and engagement, and deliver timely stakeholder communications.
- Support the team's administration tasks including maintaining contacts and engagement in the Stakeholder Relationship Management (SRM) system, inbox and invitation management, invoice processing, event logistics, operational reporting and administrative data entry and analysis.
- Support the development and delivery of the External Affairs plan and the team's wider goals, taking responsibility for project tasks, improving team processes and sharing skills and knowledge with colleagues.

Knowledge, skills and experience

- Experience of supporting stakeholder, partner or community relationships, helping plan and deliver engagement events, and providing team administration, including communications, reporting and data entry.
- Clear written and verbal communication, including preparing presentations, briefings, summaries, key messages and stakeholder materials for different audiences using information from a range of sources.
- Ability to find, analyse and explain relevant political, policy and sector information and use it to support planning and briefings for senior colleagues.
- Strong project management skills; ability to deliver high-quality work to agreed deadlines while managing competing priorities and working across teams.
- Desirable: interest in or understanding of VCSE organisations, public policy, public affairs or civil society; experience maintaining stakeholder records in a database.
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Role Competencies: Level 2

- **Strategic direction:**
  Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture:**
  Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together:**
  Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results:**
  Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control:**
  Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other:**
  Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

Our Values

- **We are inclusive:** We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.
- **We are ambitious:** We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.
- **We are impact focused:** We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.
- **We are adaptable:** We welcome and embrace new ideas and ways of working.
- **We are compassionate:** We work with care consideration and humility.