

# My Job: External Affairs Assistant



## WHAT I AM ACCOUNTABLE FOR:

1. Support in the planning and delivery of Turning Point's External Affairs work, including campaigns and report writing, briefings, statements, consultation responses, blogs, and social media.
2. Support the day-to-day management for the APPG on Complex Needs including organising meetings, engaging parliamentarians and external stakeholders, briefing chairs and liaising with other APPG networks.
3. Support the team's parliamentary engagement work.
4. Proactively identifying opportunities to engage with the people we support within policy work, including engagement with lived experience networks.
5. Support the team with updating Turning Point's social media and website
6. Collaborate with internal comms to help promote the latest External Affairs activity within the organisation
7. Conduct ad-hoc desk-based research and horizon scanning to help inform our External Affairs strategies and planning
8. Support with general administration tasks on behalf of the External Affairs team

## HOW I OPERATE:

### Values Led Leadership

- I enjoy writing and research with a focus on improving the lives of people Turning Point supports
- I am proactive, organised, and methodical, with great attention to detail
- I work together with others to get the best possible outcomes and comfortable to work with a wide range of people across the organisation
- I treat others with respect, actively listen and embrace others points of view
- I actively seek opportunities to develop myself
- I manage my time well and know how and when to escalate any perceived challenges or issues
- I am confident to ask questions and like to learn

## WHAT I NEED:

### Essential :

- Good written and oral communication skills, with experience in communicating across a range of channels and audiences
- Commitment to improving the lives of people with mental health issues, learning disabilities, and substance use issues
- Attention to detail and accuracy in work
- Ability to work as part of a team, supporting team members and the wider organization
- Understanding of the policy making process (e.g. through academic study)
- Ability to use Microsoft office applications to a high standard

### Desirable :

- Previous experience of working in a health and social care, politics or a public policy setting.

### Skills \ Knowledge



## PEOPLE

- Working under the guidance and supervision of the Policy Officer, Media Manager and Head of External Affairs;
- Working as part of a team with colleagues in External Affairs;
- Actively participate in multi-disciplinary teams with the wider Marketing and External Affairs team;
- Thorough and timely communications with partner agencies on campaigns and joint policy work;
- Undertaking training to enhance skills, knowledge and practice;
- Seeking advice from colleagues, subject matter experts, clinical staff and managers to support policy content creation;
- Actively engaging in your own supervision, Ongoing Personal Review and Personal Development Planning Process;
- Visiting services to support your own learning and development;
- Representing Turning Point and Turning Point's organisational values at external meetings and events;
- Ensuring alignment with Turning Point values of compassion, treatment people with respect and inclusion

## PROCESS

- With training and supervision, carrying out the activities of an External Affairs Assistant including:
- Providing high quality briefings for senior leaders
- Supporting evidence collation and research for external outputs including reports, consultation responses and campaigns;
- Drafting content for external audiences including blogs and social media posts;
- Supporting the planning and organisation of meetings for the APPG on Complex Needs;
- Updating the APPG's membership with the group's recent activity;
- Supporting the growth of the APPG through increased membership and external engagement;
- Liaising with parliamentarians, including arranging visitations to Turning Point services;
- Engaging with people we support to inform Turning Point's policy positions;
- Supporting the External Affairs team with general administration tasks, including processing invoices, managing the team's file repository, minute taking, posting content on the Turning Point website;
- Supporting the team with its regular performance reporting;
- Writing regular updates on the team's work for internal channels;
- Supporting the team through regular horizon scanning and desk-based research on current events within health and social care