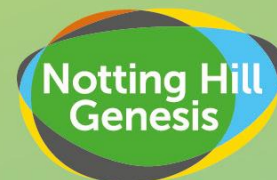


Public Affairs Officer (policy)



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Corporate Affairs team

What's it all about

This is an exciting time to be part of NHG's transformation. We are one of London's larger housing associations, providing social and affordable homes for more than 130,000 people who would otherwise struggle to afford them. This role is part of the corporate affairs function, whose mission is to develop reputation, support and drive change and transformation, and navigate incidents and crisis. We are here to tell NHG's story as a purpose-driven organisation making a significant contribution to address the UK's housing crisis.

As Public Affairs Officer (policy), you will lead the development of NHG's positions on relevant public policies and legislation, and will lead our responses to government, regulator and sector consultations. By driving evidence-based policy development, analysis and advocacy via all relevant consultations, you will help shape the policy and regulatory environment within which we can deliver for our residents. More broadly, your work will build our reputation, relationships and influence. This is a key part of NHG's influence in the wider sector and our partnership with residents to lead and influence change.

How you'll make a difference

Reporting to the Head of External Affairs, you will work collaboratively with the External Affairs Manager (public affairs) and with colleagues in the Resident Engagement and Involvement and Regulatory teams to ensure that our policy positions and consultation responses reflect all business needs, data and insights, and reflect our partnership with our residents. You'll make it simple for the business to influence change, to keep across what it means for us and our residents, and to play our part as part of the wider housing sector community.

Your work will be proactive, focussed and outcome-driven. You'll strengthen our regulatory readiness, influence sector policy, and amplify resident insight. You'll link consultation insights to

internal awareness and change readiness so that operational teams can prepare for reforms. And you'll make sure that our consultation responses work within an agreed framework of policy positions on relevant issues.

How you'll do it

Shape policy positions that reflect business priorities, resident needs and stakeholder expectations. Share and communicate NHG's policy positions to the wider business.

Ensure leaders and the wider organisation are briefed on relevant developments in the sector and wider economic and political environment, providing political insight and briefings to inform strategic decisions.

Act on opportunities to influence policy and legislation to further NHG's strategic objectives through prioritisation, tracking and submission to relevant consultations.

Systematically identify and record relevant consultations from central government, the Regulator of Social Housing, the Building Safety Regulator, the Housing Ombudsman, the National Housing Federation and other relevant sources.

Identify and convene the lead business area subject matter experts and contributors for each consultation; agree scope, key points and draft owners.

Prepare summary papers that set out the issue, NHG's position, risks, resident insight and submission recommendation; coordinate governance to meet approval timelines.

Lead on drafting and editing consultation responses, or coordinate specialist teams where the subject is highly technical, ensuring submissions are clear, evidenced and aligned to NHG strategy and customer outcomes. Reference sector positions and insights (e.g., G15/NHF) where appropriate and agreed, liaising with sector organisations to ensure a constructive and collegiate approach.



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Where appropriate, produce plain-English summaries and discussion prompts to support resident understanding of the consultation topic and questions.

Work alongside the Resident Engagement and Involvement team to ensure resident input shapes NHG's final submissions where appropriate.

Run internal awareness briefings where needed and share key dates, implications and next steps with impacted teams.

Track outcomes (e.g., final legislation/guidance) and support impact planning with operational leads so changes can be implemented smoothly. Review lessons learned after each cycle to improve the framework, tooling and templates.

Role model inclusive and values-led collaboration, fostering trust, collaboration and accountability.

Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations, safeguarding and GDPR, and ensure any directly delivered services and commissioned services are compliant.

Hybrid arrangements - at least two days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **officer** level.

Essential knowledge, experience and skills including qualifications and professional membership

Relevant recent experience gained in another in house role, an agency, the civil service or parliament.

Strong understanding of the social housing regulatory environment and external landscape, e.g., Regulator of Social Housing, Housing Ombudsman, Building Safety Regulator, Consumer Standards and forthcoming transparency requirements such as STAIRs).

Demonstrable experience coordinating consultation responses or policy positions across multiple stakeholders, ideally within housing, public sector or a regulated setting.

Excellent policy analysis and drafting skills, able to synthesise complex proposals, develop clear NHG positions, and produce high-quality submissions and Board-level papers.

Experience engaging with residents, with the ability to translate technical content into plain English and accessible formats.

Proven ability to build effective relationships with internal subject matter experts, senior leaders, sector partners (e.g., G15/NHF) and external stakeholders.

Confident governance navigation, coordinating approvals, documenting evidence, and maintaining auditable records.

A collaborative and organised approach, motivated by the opportunity to make a meaningful impact.

A critical thinker with an eye for detail and a radar for risk - able to scan the horizon, assess risk from all angles, and anticipate potential



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reputational issues before they emerge.

Demonstratable experience of understanding the expectations and engagement requirements of all relevant stakeholders, including regulator, government departments and industry bodies.

Ability to work across functions to create and deliver solutions that support NHG-wide goals and long-term business success.

Digitally savvy, resilient, and agile - comfortable operating in a fast-moving regulated environment with constant political and media attention and scrutiny.

Good working knowledge of data protection, confidentiality, equality and accessibility principles as they relate to consultation and policy participation.

Excellent stakeholder management skills, with experience advising senior leadership and cross-functional teams.

Excellent written, verbal and visual communication skills, with the ability to distil complex issues into clear, compelling messaging.