



<b>Job Title:</b> External Affairs Manager  <b>Conduct Role:</b> Yes	<b>Reports To:</b> Senior External Relations Manager																												
<b>Department:</b> External Relations	<b>Band:</b> BMP2																												
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- Track record of working with external stakeholders to establish long-standing and constructive relationships
- Ability to build alliances with key stakeholders and individuals to identify and deliver shared goals
- Hold positive and constructive relationships within public policy and political audiences at a national and regional level
- Comfortable advising and constructively challenging C-suite and senior management level colleagues
- Evidence of navigating complex issues and using influence to make a positive contribution to corporate objectives
- Advocacy of a genuinely purpose-led business and the role mutuals and building societies play
- Understanding of the financial services sector and the Society's contribution to it
- Natural desire to work collaboratively and openly with colleagues across various departments, balancing competing perspectives to maintain forward momentum
- Experience of working on confidential or sensitive issues and ensuring the Society's interests are protected
- Excellent analytical abilities, identifying key aspects for the Society within complex issues and debates
- Brilliant listening, writing and speaking skills, delivering clear and succinct communication
- Demonstrable commitment to ethical best practice and ongoing professional development
- Experience of working alongside PR teams to develop clear and consistent corporate narratives and positioning

### Internal & External Relationships

- You will collaborate closely with colleagues within the external relations team as well as other functions across the business, including but not limited to teams from within the brand and marketing, strategy and insight, commercial and finance divisions
- You will be confident and comfortable working with colleagues at all levels, including building knowledge with subject matter experts and advising senior leaders
- You will act as a representative for the Society externally and develop

### Society perspectives

- Actively use insights to inform planning and delivery, including customer insights, industry data and competitor activity
- Report on impact of external affairs activity, demonstrating value gained and bringing knowledge back into the business



exemplary relationships with a range of stakeholders, such as interest groups, campaign groups, MPs and their offices, elected and non-elected local government officials, academics and research groups, industry associations and think tanks

- You will maintain a peer network where you can explore opportunities for collaboration to deliver shared goals, as well as developing and sharing specialist skills and knowledge