

## Head of Member Liaison

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Company: House of Commons

Location: United Kingdom

Category: other-general

### The Role

The MST has responsibility for delivering an ambitious programme of work in the coming months and years, including delivering important aspects of the General Election and embedding the recommendations outlined in the .

We are looking for an experienced, proactive and resilient colleague who enjoys the challenge of working in a complex stakeholder environment.

Some of the responsibilities for this role include:

Be a trusted and effective liaison for all political parties between the Whips, the MST and teams across the House. This will involve facilitating regular two-way engagement, acting as a single point of contact with the Whips for major projects and being a key trusted contact for the Whips.

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Support engagement with the Whips on policy development and implementation for different House services where those relationships may not exist; use political judgement to advise and support policy leads in this process.

Coordinate engagement across the House Administration with the Whips where necessary, (, where there is not a well-established process that works well for the whips offices or

House staff).

Work with key Member engagement leads in teams across the House to share best practice.

Work with teams as required to raise awareness of Members' priorities and ways of working.

### **Skills and Experience**

To be successful in this role you will demonstrate:

Demonstrable experience of giving impartial and balanced advice and support to Members, showing a strong customer service ethos and experience of anticipating customer needs.

A highly practical understanding of the nature, culture and governance of the organisation, including knowledge of key procedures and practices of the House. An awareness of reputational risks and opportunities facing the organisation.

Strong relationship management skills with a proven ability to build productive, confidential relationships at all levels including senior staff, Members, colleagues and external stakeholders. Demonstrable experience of influencing diverse stakeholders, developing and using a range of persuasive strategies.

Ability to work as part of a trusted leadership team, taking responsibility for decisions and contributing to a positive team culture. Acts as a role model, demonstrating, the House values and behaviours and is a champion of diversity and inclusion.

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