

MP & MPs' Staff Engagement Manager

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Company: House of Commons

Location: United Kingdom

Category: other-general

The Role

The MP and MPs' Staff Engagement Manager will be part of the Engagement and Learning Team within the Members' Services Team (MST). They will work closely with colleagues in the wider team, including Members' HR, learning, insight and operations, to provide an excellent service to Members and MPs' staff.

Some of the responsibilities for this role include:

To actively engage with MPs' staff in Westminster and the constituencies to ensure that they are made to feel part of the parliamentary community and have an opportunity to have their say in the development of services.

To work closely with the Members' Staff Support Officers and other colleagues in MST to offer pastoral support to MPs' staff; offering guidance, wellbeing advice and signposting to other House and external services.

To develop and maintain positive relationships with key customers and internal and external stakeholders.

To plan and facilitate events for MPs' staff based on their feedback (virtual and in-person, across the UK).

To Chair and run the MPs' staff working group, using that forum to gather customer feedback on MST and House services and to develop suggestions for future developments.

Skills and Experience

To be successful in this role you will demonstrate:

An ability to build constructive relationships with customers and stakeholders, at all levels, to persuade and influence service delivery and events, and promoting collaborative working.

A clear understanding of the roles and issues facing MPs and MP staff, both in Westminster and the constituency, while demonstrating political sensitivity, in order to deliver the most appropriate service or event.

Excellent written and oral communications skills, and strong customer service skills, with the ability to handle challenging and emotional customers confidently.

Ability to work successfully within a team, whilst upholding the values of equality, diversity and inclusion. Experience of people management, setting realistic objectives, monitoring performance, giving feedback and supporting development or able to demonstrate the ability to develop these skills.

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