

Job Description

Job title:	Policy and Research Officer
Reports to:	Strategy and Policy Lead
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

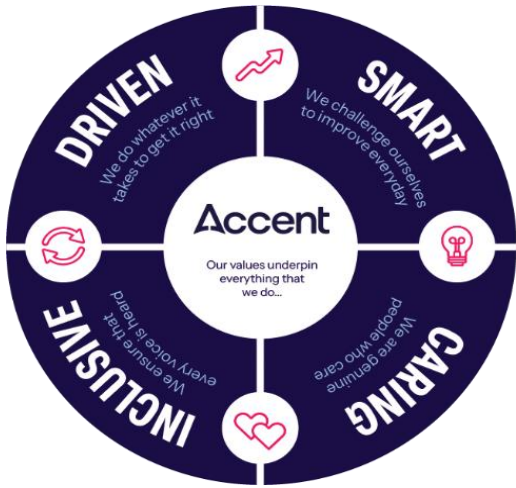
As a Policy and Research Officer, you will play a key role in shaping policies that drive Accent’s strategic objectives and enhance service delivery. You will work closely with the Strategy and Policy Lead, and Policy Advisors, to provide research and identify best practice so that Accent’s policies and strategies align with our strategic objectives and ensure compliance with regulatory and legislative requirements. Your ability to conduct thorough research, engage with stakeholders, and present evidence-based recommendations will help ensure that Accent delivers sustainable housing solutions and continually improves services for our customers. You will assist in coordinating strategic initiatives and ESG reporting. You will ensure the organisation understands what is happening in the external policy environment, including in

regulation and legislation, and the implications of this on key stakeholders. Your work will help shape the way we operate, ensuring policies are clear, effective, and understood by all colleagues

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

As Policy and Research Officer, you will align with these values by taking a smart, data-driven approach to policy development, driven by your commitment to enhancing services for our customers and ensuring legislative and regulatory compliance. You will care deeply about ensuring that policies and strategies reflect the needs of the communities we serve. Through inclusivity, you will collaborate with colleagues across departments to ensure that policies, insights, and strategies are effectively communicated and implemented.



Key Responsibilities and Duties

- Proactively coordinate and support the management of Accent's Policy Framework, ensuring that policy reviews are undertaken on time and in accordance with the organisation's policy development process.
- Work with the Strategy and Policy Lead, and Policy Advisors, to support the development of clear, accessible policies and documents that align with Accent's strategic goals and regulatory requirements.
- Collaborate with internal and external stakeholders to gather input on policy proposals, ensuring that the policies are practical and effective.
- Assist with advocacy efforts by supporting responses to government consultations and representation in policy discussions with regulators and stakeholders.
- Promote awareness of policy initiatives through campaigns designed to educate colleagues, tenants and communities on policy benefits.
- Collect and compile data from various sources to support ESG reporting, strategic planning and policy development.
- Conduct in-depth research on housing trends, legislation, regulation, and best practices to inform horizon scanning, action planning, policy and strategy development and review.
- Assist in the preparation of reports, dashboards, and presentations to communicate data findings and policy recommendations.
- Coordinate stakeholder engagement activities such as consultations, focus groups, and surveys to gather insights and feedback on policy and strategic initiatives.
- Provide project coordination support for strategic initiatives, ensuring timelines and deliverables are tracked and achieved.

The must haves:

- Proven experience in policy development, research, or analysis, preferably within the housing sector.
- Good understanding of and interest in housing legislation, regulations, and best practices.
- Excellent written and verbal communication skills, with the ability to translate complex information into clear, actionable reports, with a keen eye for detail.
- Strong project management skills, with the ability to manage multiple tasks and priorities.
- Experience working collaboratively with diverse stakeholder groups and building effective working relationships.

The added extras:

- Degree in Public Policy, Social Policy, Housing, or a related field.
- Experience working in a housing association or similar organisation.
- Proficiency in data analysis and interpretation.
- Knowledge of community engagement and tenant participation strategies.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.