

## Job Description – Member Relations Director

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Status:	Permanent, Full time
Location:	Leatherhead, Surrey – Hybrid (2 days a week onsite)
Reporting to:	CEO
Department:	Member Relations

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### About Police Federation England & Wales

When you join the Police Federation of England and Wales, you will be part of a non-for-profit organisation that serves more than 140,000 rank and file police officers in the political and personal arena. You will work with experts in policing, motivated colleagues, and front-line officers to position the organisation as the undisputed voice of policing.

If you enjoy working in a challenging and complex environment, connecting with a diverse range of people, Police Federation of England & Wales is a great place to work.

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### Primary Function

The Member Relations Director is a new role designed to enable the Federation to focus more consistently on the needs of members. The role is wide ranging, providing oversight for departments responsible for communications, marketing, research and policy, and the core service of funding member legal claims.

Day-to-day this will mean working with a variety of stakeholders both within the headquarters functions as well as the national and local federation boards and requires a proven ability to deliver on feedback and develop solutions that are viewed as fair, appropriate, and essential. This is a pivotal leadership role for members but also an organisational leader, reporting directly into the Chief Executive Officer.

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### Key Responsibilities

- **Collaborate with the CEO on organisational strategy:** This role plays a key part in developing the strategy with the CEO and the input of the National Board and local branches.
- **Ensuring member views are heard:** The Member Relations Director will work with staff and national and local boards to ensure member views are effectively represented in Federation strategy and decision-making.

- **Managing a broad portfolio of activities:** The Member Relations Director will have a number of functions reporting through to them and will need to be able to provide guidance and leadership across disparate areas. Those functions are: Member Legal Services, Policing Policy and Research, Marketing and Communications.
  - **Member Legal Services:** the Head of Member Legal Services will report in to the Member Relations Director who will need to provide high-level oversight of the function while ensuring that it remains responsive to member needs.
  - **Improvement of Claims systems:** To demonstrate value for money, changes to the Claims system are needed and this role will oversee the development of the KPIs and reporting mechanisms in particular to ensure there is a consistent and clear reporting mechanism to members.
  - **Offer Strategy to Policy and Research:** Another key service to members is influencing government policy on policing matters. This can include working with stakeholders such as the pay review body (PRRB), other police representative bodies such as the NPCC, and wider stakeholders such as the College of Policing, the Home Office, amongst others. The work is delivered through the policing policy and research, and police pensions team, which sit within the Member Relations Director's remit.
  - **Offer Strategy to Marketing and Communications:** The Member Relations Director will ensure that Marketing and Communications teams align with the overall strategy and are focused on delivering meaningful content and events for members.
  - **Inspire Confidence in our Membership:** The membership of the PFEW expect the efficient use of their subscriptions and the development and delivery of services they see as important. This role is pivotal in creating the reporting, communications, and relationships that will inspire confidence.
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## Experience

- Demonstrated ability to set up a new department drawing together a number of teams to work cohesively.
- Experience in working at a senior level in communications/ public affairs/ member relations
- Demonstrated ability in delivering success of through influence. This should be influencing policy, preferably to a government body.
- An experienced decision maker with a track record of making decisions that work toward a strategy, even if they are unpopular and contentious.
- Proven ability to navigate crisis and establish public relations and communication strategies to minimise impact of a crisis.
- Experience in developing KPIs and reporting systems and translating that into communications / briefings / reports that explain performance and decision making.
- Development of communication packages, specifically communicating on member feedback or explaining member benefit.
- A proven networker, using those networks to resolve issues and build confidence.
- Experience in a uniformed services workforce, preferably policing, is desirable.

## **Key Skills**

- Inspire the trust and confidence of the CEO and executive team, adding calm and focus in a complex stakeholder environment.
  - Strong leadership skills; drive, tenacity whilst managing self.
  - Can develop excellent relationships at all levels.
  - Will drive quality, innovation, and continuous improvement.
  - Strong ability to communicate and use data as evidence for communication. This is particularly important for the ability to influence outside of PFEW.
  - Proven ability to mentor and develop high-performing teams.
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## **What PFEW will offer you**

We offer multiple benefits to our HQ employees including: flexible working, hybrid working, competitive salary, life assurance, private healthcare, enhanced pension contribution, enhanced leave, employee assistance program, onsite free lunches and refreshments, free onsite gym, free onsite parking, 26 days holiday (increasing with length of service), mental health clinics, support for continuous professional development, employee discounts and more....

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## **Interview Process**

- Telephone Interview with Talent Acquisition Lead
  - Interview with Staff Alignment Lead and Board Advisor
  - Final Interview and presentation with the CEO
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\*Please note that these duties and responsibilities are not exhaustive and may be changed from time to time in line with the reasonable requirements of the Police Federation and as directed by the line manager, on behalf of the Head of Department.