Role Profile

Role Title (External)	Head of External Affairs
Reports To	Director of Corporate Affairs
Direct Reports	TBC
Directorate	Corporate Services
Department	Corporate Affairs
Budget Sign	Responsible for budget
Location	London
Geographical Spread	National

Role Purpose

The Head of External Affairs is responsible for protecting and promoting MTVH's reputation with all external audiences and partners. Taking ownership of the External Affairs Strategy and its effective delivery, this role cultivate effective stakeholder partnerships and positions MTVH positively in the public domain. The role leads MTVH's activity in the following areas:

- Public affairs and policy,
- Research and evaluation
- Media relations
- Crisis Communications
- Campaigns and thought leadership
- Corporate and financial communications
- Bid support

Key Responsibilities and Outcomes

- **Operational Management and Delivery**
  - Manage a team of professionals to develop plans focused on partnership, coordination and commissioning activity for a discrete service area, ensuring the provision of high-quality services that meet the needs of customers, residents and communities.
  - Manage a specialised single service area of directly related activities where collaboration and partnership are required, managing resourcing and resolving operational issues to ensure agreed standards and outcomes are achieved.
- **Financial Accountability**
  - Manage a smaller delegated budget for the organisational support service area, helping to identify efficiencies and value for money opportunities to meet financial targets and protect MTVH's financial sustainability.
- **Governance, Risk and Compliance**
  - Manage risks and issues across partnership, commissioning and organisational support delivery arrangements within remit, ensuring appropriate governance, escalation and corrective action are in place to support safe, compliant and effective outcomes.

- Provide guidance to colleagues, service providers and partners on partnership, commissioning and delivery arrangements, whether delivered internally, externally or through mixed models, influencing negotiations and enabling corrective action where appropriate to ensure high-quality customer outcomes are achieved within remit.
- Hold self and the organisational support service area accountable for adherence to MTVH policies, procedures and governance requirements, ensuring effective escalation, corrective action and learning when issues arise within remit.

- **People, Leadership and Culture**
  - Manage and develop organisational support staff within remit to support a culture of high-quality performance, accountability and continuous improvement, addressing performance issues promptly and building capability to deliver strong outcomes.
  - Role model and foster a collaborative culture, working across directorates, departments and teams to break down silos, align priorities and deliver the best possible outcomes for customers, residents and communities.

- **Stakeholder, Partnership and Governance Forums**
  - Manage engagement and relationships with internal and external stakeholders, identifying opportunities for improved efficiency, collaboration and partner satisfaction across related programmes, projects and services.

- **Customer, Resident and Community Focus**
  - Ensure organisational support delivery arrangements within remit are shaped around customer, resident and community outcomes, supporting quality, transparency and positive impact.

- **Performance, Learning and Service Improvement**
  - Initiate and lead improvement programmes and projects within remit, working across MTVH and with relevant partners to share best practice, shape solutions and deliver measurable improvements in performance and outcomes, driving meaningful impact for customers, residents and communities.
  - Analyse and interpret intelligence and insight on emerging service trends, developments, risks, issues, opportunities and innovations to support service planning, budget planning, workforce planning and delivery of improved outcomes within remit.
  - Embrace and encourage change and transformation across the organisational support portfolio while ensuring continuity of service performance, financial control and statutory obligations.

Role Specific Duties

- **Public Affairs & Policy:** Lead MTVH's engagement with government, elected representatives, civil servants, sector bodies, local authorities and strategic partners. Monitor political, legislative and policy developments; assess implications for MTVH and residents; develop evidence-based policy positions, provide consultation responss and brief the Chief Executive, Executive Team and Board on risks, opportunities and recommended action. Support Chief Executive and Exec appearances at conferences and other events.

- **Research & Evaluation:** Commission and deliver research, evaluation and social-value reporting that strengthens MTVH's reputation, supports investment and service decisions and demonstrates impact. Ensure research is robust, relevant and translated into accessible messages for internal and external audiences.

- **Media Relations:** Act as a senior point of coordination for proactive and reactive media engagement. Develop and maintain relationships with relevant editors and journalists in trade, regional and national media, Maintain accurate position statements, spokesperson briefings and rapid-response arrangements.

- **Crisis communications:** Own and maintain MTVH's Crisis Communications Plan within the Business Continuity Plan and refresh regularly. Manage crisis and issues communications with Legal, Governance, operational leaders and partners to protect trust and reputation.

- **Campaigns and thought leadership:** Design and evaluate integrated campaigns that advance MTVH's strategic priorities, strengthen relationships and influence policy or public understanding. Develop thought leadership position and align messages across public affairs, media, resident and colleague communications.

- **Corporate & Financial Comms:** Lead the copy-writing and production of corporate reports e.g. Annual Report, Residents Report, Community Impact & Sustainability Report, TSMs. Collaborate with the Finance and Governance teams to deliver financial communications such as results, acquisitions, new funding. ensuring information is accurate, approved, accessible and consistent with governance and disclosure requirements.

- **Bid Support:** Partner with Development and other departments to support funding and other bids. Provide advisory and copy-writing services to ensure bids reflect MTVH's latest positioning, use accurate data and include evidence of social value contribution.

General Responsibilities

- **Safeguarding, Safety and Compliance:** To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organisation; To participate in the emergency incident response processes and/or business continuity processes which could require you to be available outside of normal working hours.
- **Values and Professional Conduct:** Actively and effectively promote the organisation's corporate values of Care, Dare, Collaborate and Own. Role modelling appropriate behaviors and acting with the highest level of professionalism and integrity.
- **Cross-Team Collaboration and Cover:** Play an active role in contributing to effective cross-team working and provide cover for colleagues as required.
- **Confidentiality and Data Protection:** To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- **Health and Safety:** To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- **Code of Conduct, Equality and Inclusion:** To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity.

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Date	September 2026