



## **External Affairs Assistant**

**Salary: £28,000**

**Generous benefits, work from home at  
any UK location of your choice.**

**Closing Date: 5pm, Tuesday 17th June 2025**

**Shortlisting: 18th June 2025**

**Interviews: Wednesday 25th June 2025**



# External Affairs Assistant

## Role overview

Are you great at building relationships, organised, creative, and interested in a career in communications, policy, and campaigning?

Community Housing Cymru is looking for an External Affairs Assistant who enjoys a fast paced, dynamic environment and wants to make a difference. This role is perfect for someone who enjoys working across multiple areas including media monitoring, desk research, creating digital content, and coordinating events to support our advocacy work. If you're organised, adaptable, and excited to work with housing associations from across Wales, this is your chance to develop key skills and contribute to meaningful change.

We need a proactive, detail-oriented person with a passion for building relationships and effective communication. You'll help maintain our digital platforms and our website, and ensure our messages reach the right audiences. If you love digital and are interested in politics and policy as well as being eager to learn, this role offers a solid foundation for a career in external affairs. You'll engage with stakeholders, support campaigns, and help shape Welsh housing policy as part of a forward-thinking team. Join us and be part of a mission that matters.

## About Community Housing Cymru

Community Housing Cymru (CHC) is the membership body for housing associations in Wales. We represent 30 non-profit organisations who provide social housing and related services in communities across the country. Our members house over 10% of the Welsh population and are committed to delivering high-quality affordable homes, tackling poverty, and improving lives.

## Our staff team

We are a dedicated staff team who work together to enable our members to be brilliant. Our culture is open, trusting and caring and our values not only reflect how we work with each other but also how we work with our members and stakeholders. Staff have the freedom to perform their job when and where they work best.



We encourage innovation and we are always exploring new ways to do things better. We will continue to support staff to work flexibly with a focus on outcomes.

**We have 20 members of staff who work across three teams:**

- 1. Business Services: HR, IT, Admin, Finance, Governance**
- 2. Member Engagement & Events and Governance**
- 3. Policy and External Affairs: Policy, Communications, Research and External Affairs**

In the main, staff at CHC work remotely. We have a small office space in Cardiff and are actively looking at options for a future space suitable for more collaborative working.

When working remotely, we encourage staff to locate for the day, enabling you to determine where you would work best to drive the greatest impact for CHC and our members be that from your home, one of our member's offices, a co-working space local to you or a coffee shop.

Relationships are at the heart of all our work. In-person time with your colleagues, our members and partners is an essential part of building the relationships we need to succeed and is an expectation of all staff.

We come together face to face as a full staff team, presently every six weeks - and usually in Cardiff - to collaborate, innovate and build relationships with each other. We provide every member of staff with the tools and equipment they need to be brilliant in their job. We cover travel expenses for work purposes.

## **Our Strategic Priorities**

For over thirty years, we have been working with our members to make Wales a country where good housing is a basic right for all. Together we have taken great strides towards achieving this goal, but we know that housing associations, their tenants and communities face new pressures and unprecedented challenges. [Our corporate plan](#) sets out the actions we will take to support our members to sustain their communities while we continue to fight for the changes needed to achieve this vision.

Over the next four years, we will be focused on the actions that will support our members to make the biggest difference in their communities. We will work hard to secure a stable and sufficient funding and policy framework to support investment in new and existing homes and support services.

We will do this by representing our members, acting as an influential voice to secure change. We will act as a hub to bring our members together to find collective solutions to the



challenges we face. By 2027, we want the sector to have bounded forward once more, and have achieved each of the goals set out below.

1. Secure the tools, funding and policy that supports good quality housing association homes.
2. Influence the policy environment so that housing associations can continue to provide homes that are affordable, and effectively support tenants facing financial hardship.
3. Promote trust in housing associations and support them to build strong partnerships locally.
4. Ensure that CHC is an agile and inclusive membership body and an exemplar employer.

## **Equality, Diversity, and Inclusion Statement**

At Community Housing Cymru, we are committed to creating an inclusive and diverse workplace where all employees feel valued, respected, and supported.

We believe that a diverse workforce helps us better understand and respond to the needs of our members and the communities we serve.

We welcome applications from all individuals regardless of age, gender identity, disability, race, religion, sexual orientation, or any other characteristic protected by law.

We are committed to ensuring that our recruitment processes are barrier-free and inclusive to enable all applicants to apply with confidence.



## Our Values

### Transparency

We are open and accessible  
in all that we do

### AccQuntable

We deliver on our commitments  
and are responsible to our  
members & each other

### Innovation?

We will actively identify new  
ways to deliver the best  
service we can

### Adaptability

We are flexible and  
responsive to change

### Inclusivity

We value and embrace the diverse  
nature of our membership and staff

### Ambition

We challenge ourselves and our  
environment to achieve the  
best outcome



## Overall purpose of the post

The External Affairs Assistant supports the communications, public affairs, policy, and events functions by providing administrative support, digital content creation, and media monitoring to enhance engagement and advocacy efforts.

## Objectives & responsibilities

- To support the external affairs directorate across its work areas, including communications and public affairs, policy and research, and events through effective and efficient administrative support.
- To support effective delivery across the external affairs directorate, using tools such as our EA planner to map, coordinate and deliver activities.
- To support dissemination and communication of external affairs work
- To support maintenance of the website and Housing Hub and ensure timely, clear updates are communicated to our members.
- To work with the communications officer and head of communications on low risk internal and external communications activities, developing multimedia content for use across multiple channels.
- To work with the communications officer to build and maintain a bank of case studies that evidences good practice by our members.
- To monitor the media, sharing relevant news internally and adding to our internal record.
- To be a digital platform superuser, learning how to effectively use platforms including our website CMS, MailChimp, Canva, Zoom and others as needed for the role.
- To maintain effective relationships with colleagues and work collaboratively through sharing expertise and developing team processes and protocols.
- To lead and manage the Policy and External Affairs team.
- To undertake other duties commensurate with the post as requested

A full copy of the role description is here. You will report to the Head of Policy and External Affairs.

## Meet the current Policy and External Affairs team!

- Rhea Stevens - Director of External Affairs (maternity cover, substantive role Head of Policy and External Affairs)
- Elly Lock - Head of Policy and Research
- Bethan Proctor - Head of Policy and External Affairs (maternity cover, substantive role Policy Lead)



- Hayley Macnamara - Policy Lead
- Bryony Haynes - Policy Lead
- Bethany Howells - Policy Lead (maternity cover, substantive role Research and Policy Advisor)

## What are we looking for?

Listed below are the requirements needed to undertake this job. These will form a key part of the selection process and your ability to meet these criteria should be demonstrated in your submission.

E - Essential D - Desirable

Qualifications	Relevant AS/A Levels or a similar qualification
<b>Experience, knowledge and skills</b>	<p>Essential:</p> <ul style="list-style-type: none"><li>• Up to one year's work experience, ideally in a team role</li><li>• Good written and verbal communication skills</li><li>• Experience of writing for different audiences and platforms</li><li>• Experience of posting and promotion on social media</li><li>• Works well with people and has a proven track record of working as a team member</li><li>• Good organisational and project management skills</li><li>• Ability to work on several projects at any given time</li><li>• Flexible and adaptable</li><li>• Good IT skills, and a willingness to develop</li><li>• An interest in politics, current affairs, policy making, external affairs and/or communications</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Work experience in communications, external affairs or a similar role</li><li>• Experience of undertaking analysis and research</li><li>• Experience of proactively developing and maintaining effective working relationships</li><li>• Ability to speak and write in Welsh</li></ul>



# Benefits

## Pay

£28,000

## Hours

Role is based on 35 hours a week – flexible working.

## Holidays

25 days rising by one day for each completed year of service, to a maximum of 30 days and all public holidays (pro rata for PT staff). Plus four additional days off during Christmas and New Year holidays.

## Probation and supervision

Six months probation period.

## Gym

£25 subsidy per month.

## Cash health plan

Paid for cash health plan (Simply Health).

## Notice period

After 6 months probation, 1 month.

## Benefits

Enhanced sick, maternity/adoption provisions.

## Pension

Social Housing Pension Scheme Defined contributions scheme. Employer contributions of a maximum of 8%.

## Learning and development

Individual training budget.





## How to apply

- You will need to complete a submission form outlining, in no more than 800 words, how you meet the experience criteria set out in the 'what we are looking for' section. Please also refer to the full role description as part of your submission and tell us why you want this job.
- You MUST also include a tailored CV in relation to your application for this role (max of 3 pages).
- You will also need to complete an equal opportunities form. This form will not be used at any stage of the recruitment process, and will be separated from your application form immediately on its receipt. Any information given on this form will remain confidential and will only be used for monitoring purposes to assess the effectiveness of our equal opportunities policy.

If you want to have an informal chat about the vacancy, please contact  
**[Elly.Lock@chcymru.org.uk](mailto:Elly.Lock@chcymru.org.uk)**

The completed form, CV and equal opportunities form must be emailed and marked **Private and Confidential - External Affairs Assistant to**  
**[recruitment@chcymru.org.uk](mailto:recruitment@chcymru.org.uk) by 5pm, Tuesday 17 June 2025.**

All forms will be held for 6 months in line with best practice to ensure we are able to give feedback to unsuccessful candidates and to support the organisation if a claim was brought against it.

We look forward to receiving your completed submission.