



# Candidate Pack for Head of Standards and Regulation

ipso.



# Welcome

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Thank you for your interest in the Head of Standards and Regulation role at IPSO.

IPSO - the Independent Press Standards Organisation - protects the public interest by promoting high quality journalism and defends the public when editorial standards fall short. IPSO is the regulator of most newspapers, magazines, and digital news in the UK. We are a high-profile organisation with a challenging, clear and important purpose, operating in a fast paced, 24-hour news cycle. Our work cuts across several sectors and involves engaging with a range of stakeholders including journalists, editors, and groups concerned with press standards within an ever-changing social, political and commercial environment.

By upholding high professional and ethical standards, we protect both the public and freedom of expression. A robust and trusted newspaper, magazine and digital news industry is a cornerstone of democracy and a shield for the public against corruption, abuse and misconduct by individuals and institutions, public and private. Our aim is that regulation by IPSO is a mark of credible and accountable journalism.

We are now seeking a new Head of Standards and Regulation, a dynamic role, to lead the standards function of IPSO. This team monitors editorial standards at publishers regulated by IPSO; supports good journalism and high editorial standards; and takes targeted action where it identifies shortcomings. The Head of Standards is a key voice for IPSO on standards issues, work which lies at the heart of IPSO's role as a regulator, undertaking high-priority standards monitoring and interventions. Because there is no major social or political topic that is not, in some way, an editorial standards issue, it also involves engaging with external stakeholders around some of the most challenging and sensitive topics in our society.

This is an influential and purposeful role. Candidates will have a personal interest in current affairs and the news industry. They will have superb interpersonal and communications skills, and able to build personal credibility quickly with a wide range of stakeholders. Highly analytical, they will be skilful at dealing with complexity and contentious issues with resilience. The successful postholder will have strong understanding of running investigatory or regulatory processes, and be able to work at pace in an open and collaborative way, establishing relationships based on trust and mutual support in a committed and driven team.

IPSO places a strong emphasis on personal development for staff and a supportive work culture. If you believe you have the skills and qualities required, we would be very pleased to hear from you.



**Charlotte Dewar**  
Chief Executive, IPSO

# What is IPSO?

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The Independent Press Standards Organisation (IPSO) is the independent regulator for the newspaper and magazine industry in the UK. We hold newspapers and magazines to account for their actions, protect individual rights, uphold high standards of journalism and help to maintain freedom of expression for the press.

For an overview of IPSO's recent work, see IPSO's most recently published [Annual Report](#).

## What does IPSO do?

- We make sure that regulated newspapers, magazines, and digital news channels follow the Editors' Code.
- We investigate complaints about printed and digital material that may breach the Editors' Code.
- We can make publications publish corrections or adjudications if they breach the Editors' Code (including on their front page).
- We monitor press standards and require regulated publications to submit an annual statement about how they follow the Editors' Code and handle any complaints.
- We can investigate serious standards failings and can fine publishers up to £1 million in cases where they are particularly serious and systemic.
- We operate a 24-hour anti-harassment advice line.
- We run a low-cost compulsory arbitration scheme to settle legal disputes.
- We provide advice for editors and journalists.
- We provide training and guidance for journalists so they can uphold the highest possible standards.
- We provide a Whistleblowing Hotline for journalists who feel they are being pressured to act in a way that is not in line with the Editors' Code.
- We work with charities, NGOs and other organisations to support and improve press standards.

## Our strategy

Our corporate strategy, which covers the years 2023 to 2028, explains how we will deliver our core purpose of protecting the public and freedom of expression.

Our aim is that independent regulation by IPSO is a mark of credible and accountable journalism.

Our purpose is to protect the public and freedom of expression by upholding high editorial standards.

By protecting the public, we also protect freedom of expression, because we demonstrate that the press can uphold high standards without the need for further measures that would undermine press freedom.



## Our strategic principles

These principles underpin this strategy and together will help to underpin our drive to improve standards and promote high quality journalism. They will guide how we conduct ourselves and implement the strategy in our day-to-day activities over the next five years:

1. Demonstrate independence from government, regulated publications, and other stakeholders. Independence is critical to IPSO's credibility and must be evident in all aspects of IPSO's governance and operations.
2. Build transparency to improve trust and understanding of our regulation by the public and by policymakers. IPSO already operates transparently, but the information it places in the public domain is not always easy to find or interpret. It can make that transparency more effective, and build support for its regulatory model, by ensuring that the information that it makes available is more engaging and accessible to a range of stakeholders.
3. Be responsive to the changing media landscape. Media is becoming far more complex; our publishers are now engaging with audiences through an ever-increasing diversity of channels and platforms. IPSO must ensure that its regulation applies in a credible way to the full range of content that falls within its remit, and that its overall approach is adaptable to technological and financial changes in the industry.
4. Become an ever more inclusive organisation that is open, accessible and fair. IPSO's work is complex and intersects with challenging social and political issues. To reflect the world in which we work, we will promote and maintain a diverse, inclusive culture. We continue to listen to our staff to evolve our structures and ways of working and ensure we retain and attract exceptional talent. This will support our efforts to fulfil our remit fairly, robustly and without bias.
5. Be more accessible and accountable to a diverse public. IPSO must communicate its openness to all sectors, and ensure that its services are accessible and welcoming to everyone. In developing this strategy, we reviewed and defined the principles by which we will deliver these objectives.

You can read the IPSO Corporate Strategy 2023 to 2028 [here](#).

## Equality, Diversity and Inclusion

Creating and maintaining an equal, diverse and inclusive service is vital to our ability to serve the public. We are also committed to fostering an internal working culture where individuals are, safe, seen and empowered to do their best work. IPSO is reliant on the skills of its people to deliver services so it is important that IPSO draws this talent from the widest possible pool, and that those within the organisation feel supported and have a sense of belonging.

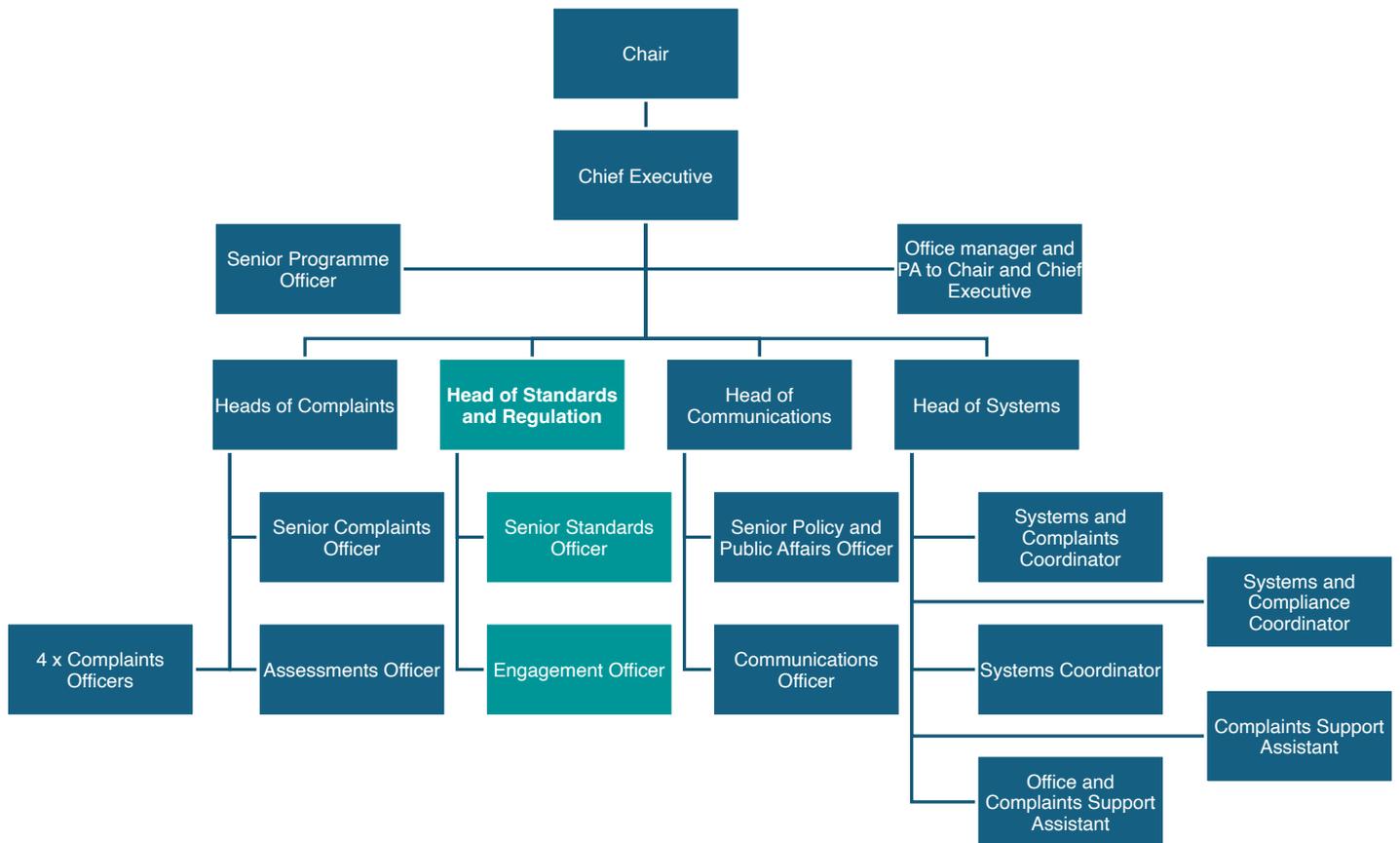
Equality, diversity and inclusion is at the heart of IPSO's five-year strategy because:

- We want to maintain independence;
- We support a richly diverse group of stakeholders;
- A diverse staff has intrinsic benefits for the quality of our work and decision-making;
- We need to be aware of power imbalances that exist across our stakeholders, particularly between the press and complainants;
- We are motivated to retain and nurture our people to enhance our collective potential;
- We need to demonstrate trustworthiness;
- We recognise people as our asset; and
- We acknowledge that reflecting society improves our work.

With special relevance to the Head of Standards role, active engagement with diverse communities provides an opportunity for learning and can shift perspectives.

IPSO understands the importance of this engagement. As part of its current (2022-2024) strategy on Equality, Diversity and Inclusion, it has committed to continue engagement with community groups and take active steps to hear from marginalised voices, who may be less organised, mobilised and hold less power – while taking account of the fact that our activities should be undertaken thoughtfully and with respect for the time and resource of those we seek to engage. Over the next six months we will be reviewing the outcome of our first long-term EDI strategy and preparing our next set of priorities and commitments. The incoming Head of Standards – alongside other members of the Senior Management Team – will be closely involved in this process.

# Ipsos organisation chart



# Job description

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**Job title:** Head of Standards and Regulation

**Reports to:** Chief Executive

**Direct reports:** Senior Standards Officer and Engagement Officer

## Role purpose:

The Head of Standards and Regulation leads the standards function of IPSO, which monitors editorial standards at publishers regulated by IPSO; supports good journalism and high editorial standards; and takes targeted action where it identifies shortcomings. The role is responsible for delivering IPSO's engagement on standards issues with a range of stakeholders, including journalists, editors, and groups concerned with press standards. This work lies at the heart of IPSO's role as a regulator.

The standards function is well established. The incoming Head of Standards and Regulation will be expected to refine and develop the work of the department, including identifying opportunities to increase its reach and impact. Standards work is highly thematic and responsive to current issues, and therefore the focus and shape of the work of the Head of Standards and Regulation will continue to develop over time.

## Key role responsibilities:

- Leading IPSO's standards and regulation function, including monitoring publishers' compliance processes and undertaking standards interventions when required.
- Line managing a team of two and, as a member of IPSO's senior management team, contributing to IPSO strategy, promoting its overall effectiveness, and supporting the wellbeing and personal development of its staff.
- Undertaking an effective programme of engagement with external stakeholders who have an interest in editorial standards issues, including journalists, editors, and community groups.

## Leading IPSO's standards and regulation function:

- Design and implement a strategy for the Standards function to achieve its purpose: to monitor, maintain and uphold editorial standards;
- Conduct regulator monitoring of publishers' compliance processes, including through the annual statement process;
- Undertake standards interventions where required, either at an individual publication or publisher level, or cross-industry (for example through the publication of editorial guidance);
- Oversee IPSO's training programme for regulated publishers, including personally delivering training sessions and arranging for training to be delivered by other IPSO staff;
- Maintain IPSO's preparedness to investigate any potential serious and systemic standards failure, and oversee such an investigation should it be necessary;
- Serve as the key point of contact for the confidential whistleblowing hotline for individuals who have been requested by a publisher to act contrary to the Editors' Code of Practice.

**Line management:**

- Undertake the day-to-day management of the performance, development and wellbeing of the standards staff;
- Carry out regular performance reviews, including appraisals, for direct reports.

**Senior management:**

- As a member of IPSO's senior management team, contribute to the development of IPSO's strategy and operations;
- As a member of IPSO's senior management team, work cooperatively with other team members to promote the effectiveness of IPSO as a whole and the wellbeing and personal development of its staff;
- Report to IPSO's Board and other internal stakeholders on matters relating to the Standards function.

**External communication and engagement:**

- Undertake an effective programme of engagement with external stakeholders who have an interest in editorial standards issues, including journalists, editors, and community groups;
- Communicate and engage in public dialogue about standards issues on behalf of IPSO to a range of internal and external audiences;
- Oversee the effective running of the Journalists' and Readers' Advisory Panels and feed the perspectives of those groups into the wider organisation.

**General**

- Comply with IPSO's Health & Safety requirements;
- Comply with IPSO's Equal Opportunity Policy;
- Fulfil obligations as set out in the contract of employment and follow IPSO's policies as set out in the Staff Handbook;
- Undertake any reasonable activity as required by the Chief Executive Officer.



# Person specification

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A personal interest in current affairs and the news industry is a must, but there is no requirement for experience in journalism or the media. What you will need are superb communication and analytical skills; a strong understanding and experience of running investigatory or regulatory processes; an ability to use resources (including time) efficiently to get things done; and an open and collaborative approach to your work.

## Regulatory experience

- Proven knowledge or experience of designing and implementing rigorous, impartial and fair investigatory or regulatory processes, in a regulatory, legal or other public service environment;
- A sound understanding of the principles of good regulation;
- Commitment to maintaining and improving the standards of press reporting and journalism in the UK.

## Communication and interpersonal skills

- Excellent written and verbal communications and engagement skills;
- The ability to foster excellent working relationships with colleagues in an atmosphere of trust and mutual support.

## Analytical and problem-solving skills

- Exceptional analytical skills and intellectual flexibility;
- Ability to analyse potentially competing perspectives on contentious issues;
- Work creatively to develop new approaches to raising standards, and anticipate problems in implementation.

## Leadership and management skills

- Ability to lead, motivate and develop a team;
- Organisational skills and a collaborative approach to planning the work of the department;
- Ability to work under pressure and prioritise, while ensuring that procedures are followed and deadlines met;
- Ability to establish appropriate strategies to maintain mental wellbeing while dealing with sensitive and sometimes painful topics.



# Terms of appointment

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## Salary

Up to £70,000

## Location

London – based, with a hybrid working policy of 3x a week in the office

## Pension

Employer contribution of 6.5% of gross salary.

## Annual leave

25 days

## Additional benefits

Subject to successful completion of a probation period, IPSO staff have access to the following additional benefits:

- Wellbeing membership (a taxable benefit): £60 per month gym membership (can also be used toward an alternative wellbeing activity such as yoga, swimming etc);
- Private GP service;
- Cycle/Bike to work scheme;
- Season ticket loan;
- Private healthcare;
- Group income protection;
- An Employee assistance programme offering confidential 24/7 telephone support with qualified counsellors, up to 6 face-to-face counselling sessions, and access to financial, legal and health support;
- Group Life Assurance.

Some of the above are taxable benefits.

IPSO promotes equal opportunities through the way we manage our work and provide services to the community.

We believe that representing the diversity of the society in which we work is fundamental to our goals of protecting people and promoting freedom of expression.

We are committed to promoting a fair and inclusive workplace where all our people can flourish and reach their full potential. We know diverse teams allow for a more creative and productive environment. We strongly encourage applications from a wide range of people regardless of disability, ethnicity or sexual orientation, age, gender/sex, gender identity or expression, religion, belief, or social background.

# How to apply

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We hope you will consider making an application. To make an application, please go to <https://starfishsearch.com/jobs/ipso-hsr/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date:	Friday 24th May 2024
Preliminary interviews:	w/c Monday 3rd June and w/c Monday 10th June 2024
Final Panel interviews:	w/c Monday 24th June 2024 (tbc)

