

**Job Title**: Stakeholder Engagement Manager

**Department:** Water and Abandoned Metal Mines Programme

**Reports to:** Principal Stakeholder Engagement Manager

**Direct Reports:**

**Main purpose of the job**

As the Stakeholder Engagement Manager, you will be at the forefront of our community-driven approach to the Water and Abandoned Metal Mines Programme, as well as other capital projects as needed. This role demands a strategic thinker with a proven track record in stakeholder and community engagement, infrastructure planning, and multi-agency collaboration.  
  
You will lead the development and implementation of meaningful engagement strategies across a wide range of stakeholders, including communities, strategic partners, national and regional bodies, and technical specialists. You will act as a key interface between internal teams, external consultants, and delivery partners, ensuring that stakeholder needs are understood and embedded throughout the program lifecycle.  
  
This role is best suited to someone with experience in a similar position who can hit the ground running. It requires extensive experience in navigating complex planning and regulatory environments, including the DCO process and supporting the development and delivery of infrastructure projects, acting as a client with external consultants and contractors, and coordinating across diverse internal and external specialist teams within a multi-agency programme.

**Main Requirements**

• **Strategy and Analysis** – Lead stakeholder analysis using appropriate tools, determining the depth of analysis required for key stakeholders. Collaborate with senior leads to develop engagement strategies tailored to stakeholder influence and interests.

• **Profiling** – Map stakeholder needs against programme requirements, providing strategic advice to ensure the right stakeholders are engaged at the right time.

• **Engagement and Planning** – Develop and lead the stakeholder engagement plan, integrating it into the overall programme plan. Identify resource needs, manage engagement activities, and ensure stakeholder feedback is captured, analysed, and used to inform programme delivery.

• **Requirements Management** – Lead the process of capturing and validating stakeholder requirements, ensuring alignment with programme objectives and sponsor expectations.

• **Consultant and Contractor Liaison** – Act as a client representative with external consultants, ensuring delivery aligns with stakeholder expectations and programme goals. Facilitate collaboration between consultants and internal teams.

• **Multi-Agency Coordination** – Work across government bodies, regulators, NGOs, and community groups to ensure joined-up delivery and shared ownership of outcomes.

**Technical Competencies**

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| • **Stakeholder Engagement** – Systematically identify, analyse, and communicate with stakeholders using appropriate channels. Engage communities and strategic partners to deliver programme updates and foster collaboration.  • **Planning and Infrastructure Delivery** – Understand the planning process and infrastructure development lifecycle, supporting the integration of stakeholder needs into project design and delivery.  • **Risk and Issue Management** – Identify and monitor risks and issues, develop mitigation strategies, and implement timely responses.  • **Governance** – Define roles, responsibilities, and approval routes to ensure compliance and monitor progress.  • **Benefits Management** – Identify and track project benefits to justify investment and ensure realisation.  • **Knowledge Management** – Promote best practices and lessons learned to support continuous improvement.  • **Business Change and Implementation** – Support the transition of project outputs into business-as-usual operations, ensuring benefits are embedded and sustained. | |  |
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**General**

* Act in line with the behaviours and values of the organisation
* Manage your own performance to be accountable for meeting individual, team and corporate objectives
* Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* Actively demonstrate the Mining Remediation Authorities customer service standards expected of your role
* Follow and contribute to the improvement of operational and team processes and procedures
* Assist with the preparation and delivery of the team’s objectives, budgets and financial records
* Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money

**Person specification**

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| **Job Title: Stakeholder Engagement Manager - WAMM**  **Section/Department: Stakeholder Engagement** | | |
| **Behaviours**  We expect all our colleagues to embody our core values and behaviours in their daily work. For this role, some particularly important indicators include: | | |
| **Trusted** | **Inclusive** | **Progressive** |
| Focus on outcomes, plan work thoughtfully and see it through to delivery | Build strong relationships, showing respect to all | Consciously managing time, to balance high standards and paced delivery |
| Consider the impact of the work and who to engage with | Create a safe space for everyone to contribute | Promote cross-functional communications |
| Adapt quickly to emerging information | Use straightforward engaging and accessible communication | Ask what’s getting in the way and encourage improvements |
| **Skills, Experience and Qualifications**    The following criteria outlines the skills, experience and qualifications that will support your success in this role: | | |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | Degree and /or equivalent experience in a relevant discipline e.g. stakeholder engagement, community engagement | Membership of a relevant professional body. |
| **Experience and Knowledge** | Experience in leading engagement with communities, understanding their needs and involving them in development of projects, including co-creation.  Experience in infrastructure, large scale construction/development or public sector development projects, civil engineering, environmental projects.  Stakeholder Engagement planning and delivery.  Comfortable working with technical content and making this accessible to our stakeholders / communities.  Experience of responding to enquiries from members of the public, elected members and other stakeholders. |  |
| **Skills and Abilities** | Excellent written, communication and presentation skills in English.  Making technical and scientific content accessible to all.  To be agile, managing changes to approach and milestones  Excellent data analysis, assessment and evaluation skills.  Ability to perform well under pressure and deal with a high volume detailed workload.  Highly motivated with excellent interpersonal skills and ability to work with a wide range of internal and external stakeholders at all levels.  Collaborative with a willingness to build effective working relationships both internally and externally. | Negotiation skills  Communication and media planning, including traditional and digital media  Project management experience |
| **Other** | A valid UK driving license is required for this role due to essential travel responsibilities.  Ability to travel around the UK with regular overnight stays  We are committed to make reasonable adjustments where possible. |  |