

**Job Title**: Stakeholder Manager

**Department:** Inland Saline Mine Water Programme

**Reports to:** Principal Stakeholder Engagement Manager

**Direct Reports:**

**Main purpose of the job**

Stakeholder engagement and management is the systematic identification and analysis of stakeholders, the planning and conduct of interactions to engage and communicate with them, taking account of their levels of influence and particular interests, ensuring their involvement throughout the programme lifecycle. As the Stakeholder manager, you will be at the forefront of our community-driven approach to the Inland Saline Mine Water Programme as well as other capital projects as needed. This role demands a strategic thinker with a proven track record in stakeholder engagement and a commitment to fostering meaningful collaborations

**Main Requirements**

* **Strategy and analysis** – Lead stakeholder analysis, using and adapting appropriate tools, deciding if in-depth analysis is required for key stakeholders, and develop the strategy with other senior leads, setting out the most appropriate communication channel for each stakeholder group.
* **Profiling** – Develop the profile by working with the programme to understand and map the changing needs of the programme against stakeholder influence and involvement, providing advice and challenge to ensure the right stakeholders are involved throughout the programme lifecycle.
* **Engagement and planning** – Lead the development of a stakeholder engagement plan, ensuring this is reflected in the programme plan, adapting standard approaches to meet the need of the programme. Working with the programme to identify what resources are required to deliver the engagement plan, and leading most of the engagement activity. Ensuring stakeholder feedback is collated throughout the life of the project, analysis the feedback, and using it to challenge the programme and amend plans.
* **Requirements management** – Lead the process of capturing stakeholder needs, assessing, defining and justifying those needs to arrive at an agreed schedule of requirements that defines the programmes objectives. Working with senior stakeholders and sponsors to ensure their expectations are reflected.

**Technical Competencies**

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| **Stakeholder Engagement -** the ability to systematically identify, analyse and communicate with stakeholders, using appropriate channels, to ensure all those impacted by the change are engaged, taking account of their levels of influence and particular interests. Work with local communities to deliver engagement activities and programme updates.  **Risk and issue management** - the ability to systematically identify and monitor risks and issues, planning how to mitigate / respond to those risks and issues and implementing the responses.  **Governance** - the ability to clearly define roles, responsibilities and accountabilities and establish controls and approval routes appropriate to each stage of the project to monitor project progress and compliance  **Benefits management** - the ability to identify, quantify, map and track project benefits to justify investment in the project, and to provide assurance that the benefits identified can be realised.  **Knowledge management** - the ability identify, share and promote best practices and lessons learned to create a culture of learning and good practice that supports continuous improvement to optimise project delivery  **Business change and implementation -** the ability to integrate the project outputs into ‘business as usual’ (BAU) ensuring that activities are planned and completed to enable the business to implement the change and realise the benefits. | |  |
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| **Behavioural/Leadership Competencies** | |  |

**Visible leadership** the ability to engage, motivate and coach others. To act as a role model and inspire and empower others. To deliver workshops and presentations to internal and external audiences.

**Credible action** the ability to promote the wider public good in all actions and to act in a morally, legally and socially appropriate manner at all times. Challenges unacceptable behaviour.

**Working with ambiguity** - The ability to work in an environment of uncertainty and continual change. Able to feel comfortable making decisions and setting direction without having the full picture and re-focus as details emerge. Can apply knowledge and techniques to reduce ambiguity.

**Collaboration** the ability to establish and develop productive relationships, best practise and continuous improvement with internal and external stakeholders, bringing people together to benefit the organisation.

**Influencing** the ability to influence, change and impact decisions with both internal and external stakeholders.

**Conflict resolution** the ability to recognize, anticipate and effectively deal with existing or potential conflicts at an individual, team or strategic level.

**Inspiring** **others** the ability to create and present a compelling vision and set clear direction that motivates others to work towards a common goal.

**Resilience t**he ability to adapt to changing circumstances and adverse situations whilst remaining calm, reassuring others and maintaining performance.

**Innovation** the ability to think of, research and apply new ideas and ways of doing things. Encourages and supports innovations from others, is willing to experiment and follow ideas through to implementation.

**Culture change** the ability to plan, lead and effect positive cultural change, securing commitment and buy-in and promoting a positive long term vision. Recognizes when broader culture change is necessary to deliver a project.

**Agility** the ability to work across the organisation on high profile capital projects, including mine water treatment programmes and the wider organisation as needed.

**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 Coal Authority’s 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 - Salinity**  **Section/Department: Stakeholder Engagement** | | |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | Degree and /or equivalent experience in a relevant discipline e.g. stakeholder engagement, Engineering, Environmental, Planning, Communications and Marketing.  Membership of a relevant professional body. |  |
| **Experience and Knowledge** | Experience in working with communities, understanding their needs and involving them in development of projects, including co-creation.  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. | Experience in infrastructure, large scale construction/development or public sector development projects, civil engineering, environmental projects. |
| **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** | Ability to travel around the UK with regular overnight stays | Full driving licence |