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| **Role title** | **Stakeholder Communications Officer** |
| **Section** | **Stakeholer engagement** |
| **Directorate** | **Strategy and Growth** |
| **Reports to** | **Stakeholder and Responsible Business Manager** |
| **Grade** | **ABS3** |
| **Date** | **Updated March 2025** |

**Purpose of the role**

The purpose of the Stakeholder Communications Officer role is to support the stakeholder engagement team and wider communications team. A communications all rounder, the role will support in the organisation, management and promotion of responsible business and stakeholder engagement events and activities including online event management, the coordination of information for the Stakeholder Engagement and Consumer Vulnerability (SECV) initiative report and newsletter and communications development whilst also providing support to the internal and external communications teams when required.

You will support stakeholder enagagement events, source relevant information to support key business priorities

and seek new opportunities and ideas to ensure we deliver best practice successful stakeholder communications

across the business and work with and to support other communications colleagues on a range of projects from

marketing, social media, press and internal communications.

The Stakeholder Communications Officer will be results and solutions focused, personable, motivated, an excellent communicator, keen to learn and take pride in delivering high quality stakeholder engagement, communications and internal client management.

**Key responsibilities**

* To support the Stakeholder Engagement team in the delivery and timely organisation of external stakeholder advisory panels, internal steering groups, engagement sessions and interfaces with internal and external stakeholders, including event planning and delivery (online and in person), invitation management, presentation cordination, minute taking and outcome and action recording.
* Collate information from internal and external stakeholders to maintain up to date stakeholder mapping and engagement database (Tractivity)which records contact information and monitors progress of stakeholder activity. To become and ‘expert user’ of the database and prepare relevant reporting metrics, identify new opportunities for improvement and liaise and train users across the organisation to ensure appropriate use.
* To support the team in the maintenance, creation, production and issue of new and existing stakeholder and responsible business communications materials including relevant newsletters, digital materials and the Stakeholder Engagement Annual Report.
* To monitor best practice across stakeholder engagement in other DNOs and other related organisations to
* and recommend improvement opportunities.
* To work across the communications team to support the maintenance, creation, production and issue of
* new and existing stakeholder and communications materials including relevant newsletters and digital
* materials.
* To maintain the stakeholder and responsible business pages of the website and Volt
* Prepare material for stakeholder activities as required
* To provide administration support for the stakeholder enggament and responsible business team including the coordination and distribution of colleague fundraising donations.
* **Measurement**: Be results focused and ensure metrics are part of the stakeholder engagement process to show what good looks like and the purpose and success of stakeholder communications.
* **Show initiative**: Seek new opportunities and best practice and look outside the organisation to provide fresh and new ideas and content.
* **Wider support**: Support the wider strategy and growth and stakeholder team when needed on colleague engagement events, proof reading content and ad hoc activities. Work closely with the wider Communications Team to ensure consistent messaging and to maximise opportunities.

**Key measures and targets**

* Support for the delivery of the extensive timetable of stakeholder engagement and advisory panels.
* Prepare and distribute the monthly stakeholder newsletter.
* Support business planning and research activities.

**Key relationships *(Internal and External)***

* Stakeholder Engagement and Responsible Business Manager
* Stakeholder engagement team
* Wider Strategy and Growth and Communications Team
* Senior managers and colleagues particularly the regulation, DSO and customer teams
* Advisory Panel members
* Third pary suppliers - virtual platform hosts, printers and designers and assurance providers

**Knowledge and skills *(e.g. Specific industry or technical / professional / educational qualifications, key competencies, skills, behaviours or experience needed to satisfy full requirements of the role)***

**Essential**

* Capability to manage large workloads to tight deadlines, often under pressure
* Excellent witten and verbal communications skills
* Good organisational skills and ability to prepare, minute and record meetings in an accurate and timely way
* Proficient in Office applications including Word, Powerpoint and Excel and ability to use them to collate, manage and report meeting records, databases etc
* Proficient in online meeting and webinar delivery including engagement techniques such as polling and chat room management etc
* Database management experience and confident in analysing data and database use
* Strong interpersonal and relationship-building skills and influencing skills including ability to build effective working relationships with colleagues, external stakeholders and agencies
* Outcome focused
* Confident and proactive, with a passion for challenges and own development

**Desirable**

* Educated to degree level or two years relevant experience
* Stakeholder engagement, stakeholder mapping and relationship building experience
* Event management experience (online and in person)
* Newsletter, website, social media development experience
* Experience of working closely with design and research agencies
* Experience of working closely with other communications disciplines including press office, internal communications, incident management, marketing and research and public affairs.

**Behaviours**

You will also demonstrate the following behavioural competencies:

* Thinking - Forward thinking;
* Achieving - Results focus;
* Self Managing - Flexibility
* Thinking - Analytical thinking;
* Thinking - Customer understanding;
* Influencing - Interpersonal awareness.