



<i>Job Title</i>	<i>Job Ref. No.</i>	<i>Location</i>
Stakeholder Advisor	R2818	Castleford
<i>Salary</i>	<i>Directorate</i>	<i>Closing Date</i>
£25,000 - £35,000 +10% performance related bonus	Policy & Markets	01 February 2018

Position

An exciting opportunity has arisen for an experienced Stakeholder Advisor to join our Stakeholder Relations team within the Policy & Markets Department.

At Northern Powergrid, our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated Stakeholder Advisor you will be an integral part of achieving this, while always striving to keep our customers power flowing.

We're excited to hear from applicants with a passion for strategic stakeholder engagement, strong project management skills and proven engagement, influencing and communications expertise and a desire to succeed. Apply now and we'll be in touch!

Key Responsibilities

The successful candidate will;

- Ensure there are appropriate governance controls in place for effective stakeholder engagement programmes right across the business, ensuring up to date engagement and communications plans are developed for all policy areas and report monthly on their progress.
- Be responsible for stakeholder engagement reporting, data management and supporting effective governance processes and engagement activity collation.
- Develop an effective annualised programme for the internal Stakeholder Engagement Management Group with each policy lead updating minimum of once a quarter. Agendas and minutes should provide a clear evidence trail of topics covered and decisions/actions agreed.
- Support the production of a comprehensive consultation programme for our external Stakeholder Panel, including business updates / improvements and energy policy discussions. Ensure effective administrative and project management support.
- Ensure there is clear and effective communication plans to support all engagement activity underway so that all stakeholders, both internal and external, can see the breadth and depth of activity and the impact it is having in shaping business activity.
- Maintain the online community with regular discussion topics sourced from across the business, and manage any transition to a new platform.
- Manage and maintain the stakeholder database and lead its transition and implementation to an engagement CRM platform.
- Issue regular stakeholder bulletins and communications, keeping us closely in touch with our stakeholders, with contents that are engaging and informing, whilst regularly evaluating its reach and effectiveness.
- Manage the refresh of our stakeholder website 'Your Powergrid', including content population, liaison with the content manager and the web designer.
- Working with the Stakeholder Manager, act as client for selected areas of stakeholder research, commissioning work from market companies or other third parties.

- Coordinate the stakeholder engagement audit visit (AA1000SES), arranging the auditors visit and working with the stakeholder manager in putting together the programme for that visit.
- Manage a series of corporate and zonal stakeholder engagement activities and events as part of an annualised engagement approach, ensuring we are seen to be engaging with our stakeholders appropriately at a local level.
- Work with areas of the business that need support or advice in delivering aspects of their stakeholder programme, particularly on issues such as approach, tactics and materials that stakeholders might ask of the business.
- Event management (some evening working may be required).
- Support the communications response in MIMPs and escalated events, particularly with regard to the management and communications stakeholders.

Key Competencies

- Strong performance against role objectives and goals with a focus on developing yourself and also to support others in the team to help deliver strong outputs.
- Excellent relationship management and effective communication skills including the ability to collaborate with and influence others (at all levels) to cultivate good working relationships both internally and externally.
- Demonstrate personal ownership and accountability to deliver results to completion.
- Good project management, organisational and planning skills to deliver against multiple deadlines.

Qualifications & Attributes

Essential Qualifications and Experience

- A minimum GCSE or equivalent in English Language and Maths. Also educated to A level or equivalent in relevant subjects
- Have at least three years' experience of working in a pressured and dynamic programme-led environment, dealing with senior staff, internal and external stakeholders
- Expertise in stakeholder mapping and segmentation approaches
- Experience in effective stakeholder management governance coordination and reporting
- Proven experience in successfully managing projects using industry leading project management methodologies
- Excellent planning, organisation and logistics coordination skills
- An understanding and experience of utilising a wide range of engagement activities and channels for different stakeholder types
- Excellent IT skills including use of Microsoft applications including Excel and Powerpoint
- Social media savvy, with proven expertise in utilising digital channels and social media platforms for engagement and effective relationship management
- Strong collaboration and excellent communications skills. The ability to communicate complex information appropriately for different audience's needs
- Experience in producing high quality Plain English copy, reports and / or publications
- Good understanding of the energy industry

Desirable Qualifications and Experience

- A degree or equivalent qualification in communications, public relations or similar discipline



Additional Information

ALL APPLICATIONS WELCOME

Please visit our careers website to download an application form and return to recruitment@northernpowergrid.com quoting reference number R2818.

Applications are invited from women and men with appropriate experience and qualifications. Applicants are considered on the basis of their suitability for the post irrespective of sex, marriage and civil partnership, sexual orientation, gender re-assignment, race, age, disability, religion or belief and pregnancy and maternity.

Northern Powergrid recruit on ability and ability alone.