

Job title	Head of Stakeholder Engagement
Reports to	Director of Networks
Department or team	External Relations (Partnerships)
Date created	16 December 2009
Ref No.	IRC44512
Grade/band	Level 4 – (£43,000 pa - £55,000 pa)
Location	Newcastle
Purpose of this job	This post will manage the development, co-ordination and maintenance of the MMO partnership/stakeholder engagement plan. This role will manage the development of MoU's, SLA's and overall engagement approaches. This will also include customer complaints process.

Key Accountabilities

- To manage and lead the development of a stakeholder/engagement strategy and subsequent plans that ensure the delivery of productive, proactive relationships with stakeholders
- Ensure MoU's and SLA's are managed, maintained and co-ordinated with key partners and stakeholders
- To manage the development and implementation of appropriate proactive stakeholder engagement mechanisms e.g. stakeholder forums, web enabled networks etc.
- To manage the IFCA relationship and ensure agreements are maintained and developed and to ensure capture of information/feedback that impact on the MMO functions
- To be the single point of entry to the MMO for general stakeholders and to co-ordinate the MMO response for dealing with unexpected requests, events and shared projects
- To lead the development of marine planning stakeholder engagement, providing a strategic framework within which to develop new relationships and manage, monitor and co-ordinate across a complex area of MMO work

- To provide support across the MMO to all employees on developing stakeholder/partnership working via guidance, codes of practice and training

Stakeholder management, communication and working relationships

Internal and external stakeholders
<ul style="list-style-type: none"> • Board • Senior Leadership Team • All staff <p>Externally</p> <ul style="list-style-type: none"> • Defra • DECC • DfT • Key partners and stakeholders

Person Specification

Essential criteria

- Experience of managing a complex stakeholder environment
- Political sensitivity
- Excellent communication skills both written and oral – ability to convey complex information in plain English
- Experience of developing and implementing stakeholder strategy
- Experience of developing supporting engagement processes in support of business objectives

Desirable Criteria

- Experience of working in government or similar public bodies
- Understanding of the marine environment stakeholders
- Experience of online and web 2.0 engagement tools

Core competencies

- Leading and influencing
- Making effective decisions

- Making things happen
- Navigating Change
- Collaboration

Role Specific Competencies

- Developing high performance
- Thinking with vision
- Delivering in partnership
- Delivering value for money