

Job Title	Stakeholder Relations Officer
Reports to	Engagement & Social Impact Manager
Department	People & Customer Experience
Grade	Grade 5
Purpose	<p>The Stakeholder Relations Officer plays a pivotal role in enabling inclusive, evidence-based decision making and strategic planning through stakeholder engagement and insight management. This role will oversee the delivery of engagement programmes, stakeholder mapping, and research initiatives that support business requirements and commitments.</p> <p>By championing meaningful relationships and actionable insights, this role ensures stakeholder voices inform priorities, shape services and strengthen our organisation’s responsiveness and impact. In addition, the role actively influences and inspires stakeholders to become advocates for WWU, fostering long-term trust and collaboration. This role is central to driving sustainable growth and meaningful engagement.</p>
Key Accountabilities	<p>Stakeholder Engagement:</p> <ul style="list-style-type: none"> • Provide strategic leadership in the ongoing development, refinement, and embedding of the stakeholder engagement strategy and annual delivery programme, ensuring it aligns with wider business priorities • Develop, influence and maintain strategic relationships with senior stakeholders, ensuring their priorities are reflected in programme design and delivery, strategic decisions and long-term plans • Represent WWU in external forums, partnerships, and stakeholder groups, acting as an ambassador for our engagement and impact agenda • Lead the design and delivery of stakeholder engagement events and business-wide engagement activities to gather feedback that informs business critical decision-making • Develop and manage targeted engagement programmes, including initiatives related to innovation, net zero projects, and other strategic priorities and ensure all associated stakeholder mapping is undertaken • Provide strategic oversight of stakeholder reporting and dissemination, including producing high-quality updates such as reports, e-newsletters, and day-to-day communications in collaboration with external partners, gas networks, utilities, and suppliers • Effectively manage WWU’s Independent Stakeholder Group (ISG) to ensure they undertake effective governance of key business areas • Lead coordination across teams and workstreams to embed stakeholder engagement into broader business strategies

	<ul style="list-style-type: none"> • Provide management support to the Engagement & Social Impact Assistant, supporting capability development to ensure effective delivery of programmes and projects. <p>Insight & Research:</p> <ul style="list-style-type: none"> • Lead the commissioning, delivery, and assurance of consumer and business research programmes, applying robust methodologies and representing the organisation in industry-wide research initiatives to enhance customer insight • Lead the development, governance and delivery of a structured process for sharing engagement insights across the business, leveraging analysis tools (including triangulation and AI) • Drive continuous improvement of stakeholder insight practices, including development, testing, and review of approaches to improving stakeholder insight, including research methods, segmentation, and measurement • Own and lead on engagement and insight related procurement activities, including developing scopes of work, briefs, tender evaluation, set-up, and contract management • Monitor and manage budget spend on specific projects and programmes to ensure delivery within the Engagement & Social Impact budget • Provide high-level insight, briefings and recommendations to the Engagement & Social Impact Manager to contribute to company steering groups and leadership forums.
<p>Technical Know-How & Skills</p>	<ul style="list-style-type: none"> • Proven track record of leading end-to-end stakeholder engagement across a regulated environment, including building and sustaining influential relationships, translating insight into action and driving measurable improvements • Experience in identifying and mapping stakeholders to develop targeted engagement plans for key business projects • Skilled in building and maintaining positive and influential relationships across diverse stakeholder groups and sectors • Familiarity with a broad range of stakeholder engagement methodologies and channels, including qualitative and quantitative research • Experience in commissioning, managing and interpreting engagement and research programmes to inform business decisions • Analyse government and other statistical datasets to support customer segmentation and profiling • Experience in interpreting research results, analysing data and communicating insights effectively • Experience in facilitating and taking part in stakeholder group discussions

	<ul style="list-style-type: none">• Skilled in managing programmes aligned with regulatory reporting and business priorities• Analytical mindset with the ability to interpret stakeholder feedback and translate into actionable insights• Prioritise and manage a varied workload, delivering high quality outputs to deadlines• Demonstrate excellent attention to detail and adaptability in varied circumstances• Demonstrate strong written and verbal communication skills across internal and external audiences• Work within strategic, partnership and values-based frameworks to support inclusive engagement• Apply knowledge of relevant legislation, policy and procedures including GDPR• Welsh speaker desirable
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