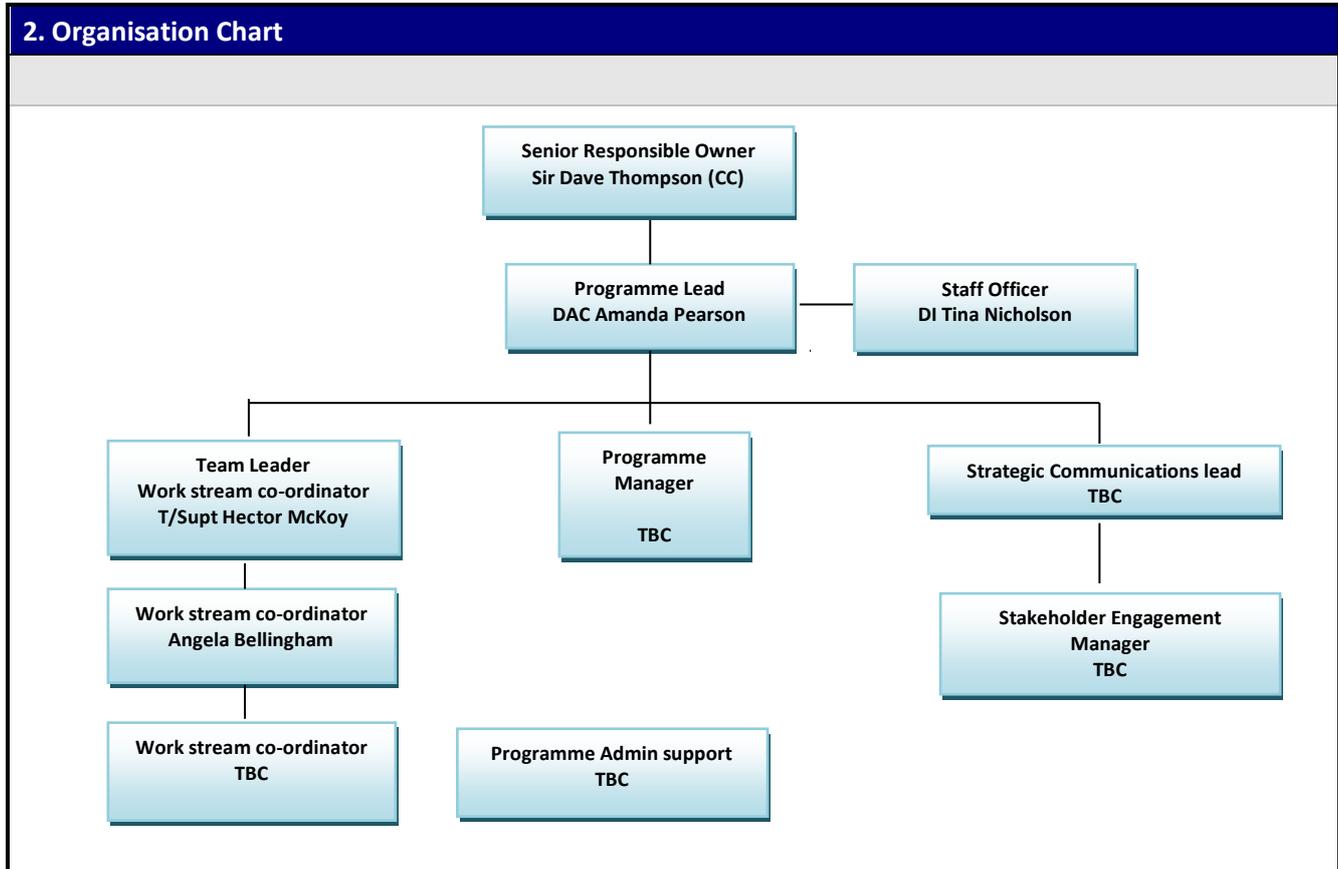


NOT PROTECTIVELY MARKED

NATIONAL POLICE CHIEFS' COUNCIL - JOB DESCRIPTION

1. Job and Organisational Details	
Job Title:	Stakeholder Manager – Police Plan of Action on Inclusion and Race
Grade :	C
Reports to:	Communications Lead – Police Plan of Action on Inclusion and Race
Line Manager's Name:	



3. Job Purpose

To lead and manage engagement with an exceptionally wide and diverse pool of stakeholders as part of an ambitious police plan of action that aims to build a more inclusive police service, and address negative disparities for Black people interacting with, or working in, policing.

It is essential to the success of the programme that key stakeholders receive an appropriate level of information, and understand how they can support and influence the programme. The Stakeholder Engagement Manager will design effective processes, products and plans to enable this crucial two-way dialogue.

4. Knowledge, Skills and Experience

Essential criteria

Qualifications

- A degree, or demonstrable equivalent experience.

Experience

- Proven experience of being able to identify, engage and build effective partnerships with key stakeholders to deliver tangible outputs.
- Track record of building strong relationships with internal stakeholders to achieve mutually successful business and communications outcomes.
- Experience of using a variety of communication and engagement methods and channels and ability to provide advice on most appropriate channels dependant on context and stakeholder insight.

Knowledge

- Good understanding of the principles and practicalities of effective stakeholder engagement including confidence in stakeholder mapping

Skills and attributes

- Is motivated by contributing to the aims of the programme and bringing about positive change.
- Strong organisational, planning and project delivery skills, with the proven ability to work flexibly and manage multiple strands of work while delivering to tight deadlines and working under pressure.
- Able to evaluate, analyse and swiftly summarise information gathered from a range of sources to identify important issues, be able to make unbiased and accurate decisions on complex issues and communicate complex or contentious issues clearly and sensitively.
- Able to provide communications/stakeholder engagement advice and guidance at a senior level and use skills and experience to influence strategies and plans, including representing communications issues at high level meetings.
- Excellent written communication skills across a variety of channels and audiences, working at pace.
- Able to plan, create and commission high quality content.
- Able to use stakeholder insight and analysis to shape strategies, and able to evaluate communication and engagement activity.
- Accomplished user of Microsoft Word, Powerpoint and Excel and skill in designing and presenting content with the ability to quickly pick up new tools and techniques.

Desirable

- Knowledge of the UK policing and its stakeholder landscape.
- Knowledge of and interest in race and inclusion issues.
- Knowledge of race and inclusion stakeholder landscape.
- Political and news knowledge and acumen.
- Experience of delivering stakeholder engagement for a change programme.
- Experience of designing and facilitating stakeholder engagement events.

5. Communications and Working Relationships

1. The Stakeholder Manager will have regular engagement with the programme team; the NPCC Communications Team and the College of Policing Communication Team.
2. The success of communications will be influenced significantly by the partnership buy in and active support and amplification of communications so the Stakeholder Manager will need to build strong partnerships and influence stakeholders to generate support. This will see them working closely and collaboratively with organisations including, but not restricted to:
 - Police forces
 - Home Office
 - Number 10
 - Association of Police and Crime Commissioners (APCC)
 - The National Crime Agency (NCA)
 - Her Majesty's Inspectorate of Constabulary and Rescue Services (HMICFRS)
 - Independent Office for Police Conduct
 - Police Federation(s)
 - Police Superintendents Association of England and Wales
 - Police staff associations and unions
3. The Stakeholder Manager will manage engagement with an exceptionally wide and diverse pool of stakeholders including race equality groups, scrutiny groups, community groups, parliamentary select committees, campaigners, politicians, police officers and staff and the public.

6. Key Result Areas

1. Conduct and regularly review stakeholder mapping.
2. Design, build and maintain effective channels for dialogue with stakeholder groups ensuring that resulting stakeholder insight is shared within the programme and influences the communications strategy. Communicate to stakeholders of how their input shapes the programme.
3. Maintain a grid of stakeholder engagement and identify opportunities for proactive engagement.
4. Create engaging, impactful products and content to aid engagement and support the communication of the programme and its progress in various stakeholder forums. Commissioning content where appropriate.
5. Work with across the programme team to design and facilitate events, workshops, or meetings with stakeholders.
6. Provide strategic and tactical advice and support to the programme in engaging stakeholders and managing three key stakeholder groups within the programme governance – the Programme Board (made up of senior level change-leaders in policing); the Service Stakeholder Group (internal police stakeholders including staff associations and networks) and the Community Forum (external stakeholders).
7. Contribute to the development of the communications strategy, messaging and planning documents.
8. Develop evaluation methods and quality assurance measures to monitor the impact of communications and engagement activity
9. Report to the Communications Lead on progress, risks and issues, identifying and implementing solutions.
10. Build successful trusted relationships with key stakeholder bodies.
11. Manage and work with NPCC and College of Policing, other stakeholders and partner organisations to share and coordinate activity.
12. Convey positivity and enthusiasm in meeting the challenges of difficult or complex tasks, encouraging and supporting others to do the same.
13. Seek external insight, research, best practice and new ideas to contribute to the development of the programme.
14. Actively seek learning and development opportunities.
15. Manage other communications tasks and projects as required.

7. Scope for Impact

- The programme addresses complex, high profile and politically sensitive issues. The Stakeholder Manager will play a key role in the delivery of communications for the programme. Their decisions and delivery have national implications with the potential to impact both positively and negatively on the reputation of the whole police service and its relationship with communities.
- It is essential to the success of the programme that key stakeholders receive an appropriate level of information, and understand how they can support and influence the programme. The Stakeholder Engagement Manager will design effective processes, products and plans to enable this crucial two-way dialogue.
- The Stakeholder Manager will engage at senior level with chief officers, forces, the Home Office, the College of Policing and other stakeholders in respect of stakeholder engagement and communication.

8. Dimensions

- The Stakeholder Manager will report to Communications Lead for the programme.
- They will have no direct line management responsibility. However, they will work closely with the College of Policing and NPCC communications teams to coordinate activity.
- The success of communications will be influenced significantly by the partnership buy in and active support and amplification of communications so the Stakeholder Manager will need to build strong partnerships and influence stakeholders to generate support.
- Willingness to work flexibly and be available outside normal office hours and potentially at weekends on occasions if circumstances demand it.
- High level decision-making is required and the post holder will need to call constantly on their problem-solving skills.
- The job holder will frequently have to work on their own initiative and escalate issues within the programme governance structure as required.
- They will have an empathetic and respectful approach to understanding the context, culture and history reflected in the Plan. The job holder will need to act with tact and sensitivity at all times.