

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Stakeholder Engagement Officer
Grade	PS9	Reports to (role title)	Stakeholder Manager
		Directorate/School	Environment, Transportation & Infrastructure
JE Band	314-370	Service / Department	Highways & Transport
		Date Role Profile was created	May-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The postholder will be part of a team responsible for active engagement with Members, District and Parish Councils, Residents, and other stakeholders. The postholder will work with a range of stakeholders to better understand their priorities and ensure they are informed of highway matters at both a local and county level.</p> <p>The postholder does not need to be a highway expert, but will have the credibility to work professionally with Officers across the service and be able to provide excellent service to all stakeholders.</p> <p>They will need to be able to represent the highway service at Local / Joint committees, Local Community Networks (or any subsequent iteration) and public meetings both providing update reports, answering general questions and signposting technical requests.</p>
Work Context	<p>The Highways & Transport service within the Directorate is responsible for ensuring the effective management, maintenance and improvement of all highway and transport assets. The highway is the most valuable asset managed by Surrey County Council with a replacement value of approximately £7.5bn and is critical to the economic growth of the County. It is regarded by Members and residents as one of the most important services provided by the Council. As such, the service manages significant financial, health and safety, and reputational risks.</p> <p>The service operates in an environment with significant political engagement, and has daily contact with MPs, Cabinet members, backbench Members and committees. The postholder will be expected to develop excellent relationships with all of these stakeholders.</p> <p>Excellent customer service is standard and the postholder will be expected to embrace this in their approach, ensuring the team put the customer at the heart of everything they do. They will work to better understand stakeholder priorities, proactively undertaking research and engagement to fully understand their expectations and motivations. This is likely to include focus groups, surveys, and consultations. They will need excellent verbal and written communication skills and a passion to work with communities to better understand their needs. .</p> <p>The postholder will have proactive positive approach to working with elected Members</p> <p>They will be able to produce quality information and decision reports for Local / Joint Committees, that reflect the views of the service. At times they will be needed to defend and explain issues that may meet some resistance and they will have the ability to remain focused and consistently do this in a calm and professional manner.</p> <p>The work and outputs from the team will be used to shape service priorities and delivery. There will be the need for the postholder to attend evening meetings</p>
Line management responsibility	No direct line management responsibility
Budget responsibility	No direct budget accountability but ability to influence to shape delivery across the service

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisational policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>A-level qualified or similar demonstratable academic ability</p> <p>The postholder will have experience of working in a complex public focused service</p> <p>Appreciation of the governance for local authorities</p> <p>A skilled written and verbal communicator with the ability to form excellent working relationships.</p>
Role Summary	<p>Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>
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