

Strategic Stakeholder Manager

Employer: East West Railway Company

Location: Milton Keynes

Basis: Permanent

Role Summary: Everyone working within EWR Co and our partners will have a need at some point to speak to external stakeholders. Some of that activity requires careful coordination or legally mandated structures while some is less formal: the needs are specific to the directorate, the stakeholder, the stage of the project and so much more.

We are still at an early stage of the development of the railway, and in the midst of a significant scale-up. We need a confident stakeholder manager who can look across the business, giving shape and direction to our approach, ensuring information is shared and recorded appropriately and giving advice from a place of experience to a broad range of stakeholder managers – only some of whom you share a team with.

This is a critical role with scope for the right person to spread their wings and shape a truly new approach to Stakeholder Engagement.

Team dimensions: Reporting directly to the Head of External Affairs

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and Accountabilities

- Developing and leading the co-ordination and delivery of stakeholder engagement strategies and activities across EWR Co, to:
 - Create richer and more trusting relationships with our stakeholders
 - Protect & enhance EWR Co's reputation
 - Paint a rich picture of our stakeholders to inform and help our colleagues
 - Gather and share information to make better decisions
 - Execute our legal obligations as a Government body effectively
 - Manage expectations – internally and externally
- This will involve creating the formal and informal networks within the business to support the above outcomes, and dotted-line interests in a range of workstreams
- It will also involve close working with our IT and Information specialists to develop and integrate appropriate CRM systems to support this activity.
- You will also develop and deliver an in-house training programme which ensures the approach is properly understood across the business
- Within the External Affairs team, this role will have line management responsibility for three roles, all of whom will retain a strong dotted line into the Head of External Affairs. Key responsibilities in this area will include:
 - Support and advice for day-to-day stakeholder activity and co-ordination
 - Short term strategy development and interventions
 - Support and advice when required for key meetings, conferences, and events
 - General line management accountabilities (managing expenses, absences etc...)
- You will be responsible for weekly and monthly reporting against both EWR Co's overall stakeholder activity and the specific activity undertaken by the External Affairs team.

Role Dimensions

Reporting to the Head of External Affairs and be a part of the wider External Communications team

Given the early stage of the project, it is likely that the nature of the role may evolve as the project progresses. It is also possible that other ad-hoc activities and duties may be required.

Experience and skills

- Demonstrable and significant experience directing activity with a complicated set of comparable stakeholders in a complex, highly sensitive environment
- Given the nature of our business and our work, experience working on large-scale infrastructure projects is highly desirable
- Strong proven leadership of a team of professionals to deliver a high quality of stakeholder engagement
- Excellent written and verbal communication skills will be vital in this role, along with the ability to distil complex material into key messages for different audiences.
- You should already be accustomed to managing and prioritising your work in response to competing demands
- You must be able to foster positive relationships with colleagues across the organisation.
- Exposure of managing budgets and operating within financial constraints
- Able to work unsupervised, and to use initiative
- To be discreet and able to maintain confidentiality

What we offer (Permanent employment only):

- Competitive base salary
- Up to 20% bonus based on individual and company performance
- Up to 12% employer's pension contribution
- 36 days holiday a year (including bank holidays) + up to 2 days to buy
- Life assurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk