



**POWERING
YOUR CAREER**

**Stakeholder Engagement
Support Officer**

Stakeholder Engagement Support Officer

Location: Castleford

Directorate: Policy and Markets

Job Ref No: R5776

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for an enthusiastic Stakeholder Engagement Support Officer to join our team.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs now and in the future.

Our vision is to be the best energy company in serving our customers, whilst delivering a sustainable energy solution. We are looking for someone who is passionate about communications and can help share our story as we deliver our plans to invest in our network, support net zero and create a greener energy future. You will be responsible for supporting and coordinating the delivery of the Stakeholder Relations Engagement Programme and Social Responsibility programme.

Along with a competitive salary of between £26,456 - £29,058 we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday
- Banked Hours

We're excited to hear from candidates with a passion for our company and the energy industry and a desire to succeed. [Apply now](#) and we'll be in touch.

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Key Responsibilities

The successful candidate will be accountable for:

- Management and coordination of engagements events throughout the year for regional stakeholders, third sector partners and communities
- Management of digital stakeholder communications including all aspects of the Stakeholder Engagement website – Engage and the content management of Engage (Stakeholder Relations) section of the external website
- Support stakeholder engagement reporting and data management including regular data mapping and refresh for the overarching stakeholder database and CRM.
- Issue regular stakeholder bulletins and civic leadership communications, keeping us closely in touch with our stakeholders, with contents that are engaging and informing, whilst regularly evaluating its reach and effectiveness.
- Manage the Stakeholder Relations inbox and associated corporate email enquiries.
- To manage procurement, third party selection and supplier payments and provide progress reports.
- To coordinate Stakeholder Relations assurance processes including AA1000 (stakeholder engagement audit), support the annual BSI audit and compile regular satisfaction metrics
- Responsible for content management of relevant areas of the and associated social media content
- Support the organization and management of Community Events across the region to discuss with communities locally their priorities and support needs in conjunction with civic leaders such as MP's offices and Parish Councils.
- Support the delivery of engagement and regional consultation events with stakeholders and civic leaders (inc. MPs) including the setting up of one-to-one meeting, conferences, focus groups and roundtables.
- Support the wider business including escalated events such as weather events.

Key Competencies

- Outstanding communication skills, such as developing relevant content for a variety of different channels and audiences including digital and print
- Excellent project management, organisational and planning skills to deliver against multiple deadlines without impacting the quality of outcomes
- Budgetary management and planning, experience of managing third party suppliers and ensuring their effective delivery
- Event planning and logistics skills with experience in setting up conference or large-scale workshops
- Attention to detail with the ability to produce written material to a high standard of accuracy
- Experience of working with senior managers and with different areas of a business to organise meetings and manage enquiries

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Qualifications and Attributes

Essential Qualifications and Experience

- GCSE or equivalent in English Language
- An understanding and experience of a wide range of engagement activities/channels
- Excellent IT skills including use of Microsoft applications including excel and PowerPoint
- Experience of working in a pressured and dynamic environment and dealing with executive level staff, internal and external stakeholders
- Proven experience in project management
- Event, conference planning and logistics delivery
- Experience managing budgets and producing management reports
- Experience in digital/social media communications

Desirable Qualifications and Experience

- A degree or equivalent qualifications in communications, public relations or similar discipline
- On going professional development in a related field
- Experience of utilities, energy and decarbonisation related industries

[Click here to apply today](#)

Visit northernpowergrid.com/careers to find out more about this and other career opportunities.

Posted: 12 May 2023

Closing date for applications: 26 May 2023

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.