

Job Description



Job Title	Stakeholder Manager
Department	Heart of the City (c/o Chamberlain's)
Grade & Level	D Level:
Trent Position Number	77EO262/001

About Heart of the City

Heart of the City is an independent charity which is housed by and supported by the City of London Corporation. The team is employed by the Corporation and seconded to the charity.

Heart of the City works with businesses to help to develop responsible business programmes which can range from supporting their local community, to reducing their environmental impact or tackling diversity and wellbeing in the workplace.

Heart of the City runs a well-regarded foundation programme and has 150 member companies across London. It delivers its programme with the support of a powerful network of 'contributor' companies who share their expertise and resource to help member companies get started in responsible business.

Purpose of Post

This role will lead on the engagement of our key stakeholders, including individuals with responsible business experience (our "ambassadors") and new partners in our priority geographical and industry areas. The postholder will nurture our powerful network of ambassadors, securing their support with delivery of our flagship foundation programme which encourages small to medium sized businesses (SMEs) to develop responsible business programmes of their own.

Working closely with the membership team, this postholder will identify best practice in responsible business and develop and manage programme offerings. This postholder will also support the recruitment of new members and develop relationships with new partners.

This is a role suited to someone with excellent corporate relationship management experience combined with strong project management skills.

Main Duties & Responsibilities

Ambassador engagement

- Responsible for overseeing the Heart of the City network of ambassadors, consisting of responsible business practitioners from across London who have volunteered to share their time, experience and resources to support Heart of the City members
- Building strong relationships with ambassadors and persuading them to lead and deliver regular activities in support of Heart of the City, for example through delivering workshops, hosting and facilitating special interest groups, sharing resources or speaking at events
- Recruiting new ambassadors as and when required, in particular in desired areas of expertise, new geographical locations or in new industries
- Lead on designing and implementing engagement methods with ambassadors, for example through communications, special events and awards

Develop and manage programme offerings

- Lead and facilitate the mentoring programme for Heart of the City members, including sourcing mentors and overseeing the matching exercise
- Coordinate and lead on the surgery-style sessions offered to members, including sourcing the venue and advisors and preparing the event briefing
- Chair quarterly meetings with our Board Advisory Panel (BAP) consisting of sector leaders, including setting the agendas and drafting minutes
- Liaise with and advise external stakeholders (public and private and voluntary sectors) in any new geographical areas on Heart of the City's responsible business work in order to support the expansion and delivery of its programmes
- Establish and maintain excellent relationships with key stakeholders in the target locations
- Work with the Membership Team to ensure that the new pilots, including the one-day training course, complement the core membership programmes of Heart of the City

Member recruitment

- Support the membership team to recruit new foundation programme members through the ambassador network
- Identify and develop a small group of Heart of the City advocates (from our ambassadors, alumni and wider network) to help with recruitment through their networks
- Develop and maintain relationships with useful recruitment partner organisations to support our recruitment efforts
- Identify opportunities for the wider team to attend and speak at events that will support member recruitment

Profile

- Attend and speak at industry events to build Heart of the City's profile and meet prospective ambassadors or partners
- Keep abreast of best practice and market trends

Internal

- Gather accurate data and maintain up-to-date database records on contacts
- Produce reports, data, presentations and briefings for trustees, funders, senior business leaders, Government and other stakeholders on Heart of the City's new pilots and related matters to support the Director

Other

- To be available to work outside of normal working hours in order to attend events, to cultivate member businesses.
- To attend several external meetings per day, in order to develop an external network of contacts and to gather insight into current membership trends, practices and future planning.
- To undertake any other duties and responsibilities commensurate with the grade and responsibilities of this post, and as directed from time to time by the Director and Head of Membership.
- To implement the City of London's occupational health and safety policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- To implement the City of London's equal opportunities policy and its objective to promote equality of opportunity in relation to the duties of their post.
- To contribute to a positive and supportive team dynamic.



Person Specification

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Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

- Educated to degree level or equivalent (A)
- Trained in project management and good grasp of basic project management tools (A,I)

Experience Required, including Budget Holding Experience (if appropriate)

- Previous experience of developing strong relationships with corporate contacts, ideally in the arena of social purpose, fundraising, sustainability and/or wellbeing (A,I)
- Experience of building and managing external client relationships/account management (A,I)
- Exceptional verbal and written communication skills (A,I)
- Interpersonal skills of the highest calibre and the ability to communicate, build relationships and negotiate effectively at all levels both within and outside an organisation (A,I)
- Experience of developing marketing and operating strategic plans for membership engagement or similar activities (A,I)
- Experience of working routinely with customer relationship management systems (the Heart of the City team uses Salesforce) (A)

(Desirable)

- Experience of business development and/or sales in a commercial or not for profit environment (A)
- Experience of working with membership organisations (A)

Technical Skills

- Strong analytical skills (A,I)
- A high level of competence in the use of all Microsoft Office systems, especially Word, Excel and Powerpoint (A)

Other Relevant Information

For this role you will need to attend evening and early morning events on an occasional basis.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £36,060 - £40,750 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a 6 Months Fixed Term Contract basis.

Hours of Work

Normal hours of work are 9.15 am – 5.00 pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to

opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.