# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Customer and Stakeholder Engagement Manager

# Department: Communities, Economy and Transport

# Grade: [Local Managerial Grade 2](https://new.eastsussex.gov.uk/jobs/benefits/local-managerial-grades)

# Responsible to: Head of Service Highways

# Responsible for:

# Purpose of the Role:

Maintenance of the Highway network is vital, not only to the economic growth of the county but to keep local communities safe and connected. The local highway network is the most valuable publicly owned asset managed by ESCC. In partnership with our contractors, the Contracts Management Group work hard to keep the network safe and maintained to support residents and communities.

The Stakeholder and Engagement function of the Contracts Management Group is an essential part that works to improve the highways service and increase collaboration and understanding with highways contractors and partners through developing and delivering appropriate engagement strategies. Key to the role is identifying and understanding local highway issues that may affect the communities of East Sussex through press, social media and other intelligence.

As well as heading up the Stakeholder and Engagement team, the role will manage key stakeholders including members of the public, political members, service providers and partners. The role will work closely with elected members to manage issues and expectations with the service. This will include managing all aspects of communication for the highways client team to help grow the organisation’s reach, influence and effectiveness; lead, develop and facilitate positive and meaningful, regular engagement with all stakeholders; effectively plan and manage highways presence at conferences and events; and ensure that stakeholders are engaged in the application and development of the highways service.

The role will ensure customer standards and wider County Council strategies are met and manage the impact of service delivery on customer satisfaction. This will include dealing with challenging customers but with the opportunity to build and enhance relationships with stakeholders to help inform the public and build a positive profile of highways and its work.

# Key tasks:

1. Provide effective leadership and communication, through clear objectives, so that the team identifies with East Sussex County Council’s Promise and achieves agreed programmes of work.
2. Be responsible for the delivery of services within a designated service area in accordance with the County Council’s and Department’s policies and procedures and statutory requirements.
3. Plan, monitor and control resources to maximise the efficient and effective use of finances and people in order to ensure that all activities are completed on time, cost and quality targets.
4. Provide effective leadership on health and safety matters by actively promoting health and safety awareness and ensuring the provision of safe working practises to ensure compliance with policy and standards.
5. Achieve the annual performance targets for the designated service unit and manage performance within the context of the external inspection framework, performance indicators and agreed targets.
6. Participate in the identification and development of Department or Division strategies and business/work plans, to provide integrated and sustainable improvement to the environment.
7. Plan services to meet the highest priorities within allocated resources and manage competing demands.
8. Undertake continuous service improvement, utilising Best Value principles.
9. Contribute to the development of departmental policies and procedures in order to maintain and improve the quality of service.
10. Co-ordinate the development of staff and their effectiveness through appraisals, personal development plans, regular supervision and training.
11. Ensure complaints are managed in accordance with the complaints procedure and within corporate guidelines.
12. Assist as required in implementing the Department’s Emergency Plan and Business Continuity plan in the event of a major incident.

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work, you should be aware of these Council priorities and align strategic decisions with them, proactively seeking appropriate opportunities in your work/service area, and that of others, to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce the environmental impact of your work, and that of the services you are responsible for.
* Equality, Diversity and Inclusion – proactively contributing to an inclusive and supportive working environment.
* Making the best of our resources - always being aware of what you can do to maximise the use of public monies in the services we both commission and provide, and proactively identifying areas to improve value for money wherever possible.

# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Ability to develop strategies and ideas for policy improvement.
2. Ability to translate policy into workable solutions, devising and implementing new service initiatives and efficiencies.
3. Political awareness.
4. Partnership working skills.
5. Public representation of the County Council as a whole.
6. Ability to develop evidence base and use evidence to produce clear and precise arguments and reports using analytical skills.
7. Project management skills.
8. Interpersonal, communication and presentational skills including influencing skills.
9. Ability to work under pressure and meet deadlines
10. Budget management skills.
11. Performance management.
12. Team development and leadership skills.
13. Coaching skills.
14. Ability to prioritise demands.
15. Ability to understand complex issues and information.
16. Knowledge of business planning and performance management.
17. Knowledge of the key issues facing Local Government.
18. Knowledge of statutory framework for local authority.
19. Expert level of professional, technical and legal knowledge and competence in a particular specialist field
20. Aware of Health, Safety and Welfare and Risk management.
21. Knowledge of a range of communication techniques including press and social media.
22. Experience of work in a large public or private sector organisation.
23. Experience of leading and managing at a strategic level.
24. Experience in managing team delivering technical advice.
25. Experience of managing change and delivering solutions.
26. Experience of designing delivery solutions.
27. Experience of stakeholder liaison with a diverse range of stakeholders.
28. Strongly self-motivated with the ability to enthuse and motivate others
29. Results driven.
30. A commitment to equal Opportunities and anti-discriminatory practice.
31. Flexible, responsive and resilient.
32. Full Driving Licence or the ability to demonstrate how you will meet the travelling needs of the role.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. Knowledge of highways service.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |