

Stakeholder Manager

Company Overview

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

About the job

This is a great opportunity to work in our Communications & Engagement team where you'll contribute to the shaping of Xoserve's communication strategy and driving engagement across our network.

Working as part of the Strategy & Development directorate, this role will lead Xoserve's stakeholder engagement strategy and execute against a proactive, targeted communications & engagement plan. The successful candidate will build relationships with Xoserve's stakeholder network, including customers, gas industry partners, and regulatory bodies.

The Stakeholder Manager will represent Xoserve and lead initiatives that seek to understand and align with external stakeholder priorities, ensuring clear, consistent, and impactful communication at all levels of seniority.

Role Accountabilities

- **Stakeholder insight & segmentation:** Identifies and agrees target customer and industry audiences and corresponding contacts, building Xoserve's understanding of stakeholder needs. Interprets and summarises stakeholder insight from engagement, forums and feedback channels to inform content of organisational-wide internal/external briefings and content. Oversees Xoserve's customer intelligence & contact management, ensuring insights are leveraged to drive informed engagement strategies.
- **Interpreting the industry changes:** Understands and interprets the industry landscape, helping Xoserve understand how to best serve its stakeholders as the sector evolves with requirements for Code Reform and net-zero. Ensures alignment with the regulator's strategic direction and objectives.
- **Stakeholder engagement plan development:** With the Head of Communications & Engagement, leads the development of proactive, targeted communications & engagement plans for Xoserve initiatives as directed by Xoserve's organisational strategy. Uses appropriate forums and channels to maximise engagement opportunities. Builds, aligns and iterates upon best practice communications and engagement models.
- **Stakeholder engagement and relationship management:** Proactively plans and executes appropriate stakeholder events and represents Xoserve at stakeholder-facing industry forums and events. Develops and nurtures strong, strategic relationships with key stakeholders, including customers, industry partners, and regulatory bodies.
- **Reporting and monitoring:** Drives actionable insights from engagement, ensuring they inform strategies to address evolving customer needs and expectations. Monitors shifts in stakeholder sentiment, leveraging sentiment analysis to shape strategy.
- **Collaboration:** Works closely with internal teams, including regulatory, legal, and technical teams, to ensure a cohesive approach to Xoserve's stakeholder management and customer intelligence. Ensures collaborative working and strong internal and external feedback and communication loops with internal teams and external stakeholders.

Specialist/Technical Expertise

- Exceptional stakeholder management skills and able to provide communications & engagement counsel to the senior leadership team.
- Proven experience in developing and implementing stakeholder engagement strategies, that create positive customer sentiment. Desirable to have experience in project delivery, change management and developing cases for change.
- Proven verbal and written communication skills, with the ability to convey and interpret complex information in a clear, accessible manner.
- Strong analytical skills with the ability to interpret data and derive actionable insights.
- Experience working collaboratively in a team and leading cross-functional initiatives.
- Proactive, with strong organisational skills and attention to detail. Ability to manage multiple initiatives and prioritise effectively.
- Adaptable and resilient to changing environments, with the ability to handle challenging situations with professionalism.
- Desirable to have experience working within the energy sector.
- Essential to have experience working within regulatory environment and structuring presentations for central bodies and regulators. Desirable to have experience working with energy regulators or central bodies such as Ofgem, DESNZ.

What we offer:

- A competitive annual salary between £65,000 - £70,000 (may vary based on skills and experience)
- Discretionary individual bonus up to 15%
- Generous Pension Scheme – up to 12% employer contribution
- Generous Life Assurance provision – 4 x basic salary
- 28 days annual leave plus 8 statutory days in addition
- Income protection for employee after 12 months service
- Enhanced annual leave entitlement, with opportunity to buy additional holiday each year
- Enhanced family friendly policies
- Commitment to provide learning & development opportunities
- Access to contributory Private Medical Insurance for employee and family (Bupa)
- Health cashback plan for employee plus up to four dependent children (Medicash)
- 24/7 virtual GP plus remote access to Physiotherapy, Mental Health Support and Medical Second Opinion (Help@Hand)
- Electric Vehicle Salary Sacrifice Scheme (Octopus EV)
- Free confidential Employee Assistance Programme (LifeWorks)
- A wide range of wellbeing initiatives
- Fantastic range of discounts on high street retailers, grocery stores, cinema tickets, holidays and more
- Volunteering hours for our local communities
- Financial support to help cover the cost of one annual professional membership subscription

The Energy Industry is about to reform and change at pace, and it needs people like you to come and be part of its new design. If you are interested and consider you have the right skills and experience, we are looking for, please either apply direct on LinkedIn or email your CV, together with a covering letter explaining why you believe you are the right candidate to people@xoserve.com.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply for jobs unless they meet every single qualification. At Xoserve, we are committed to building a diverse, inclusive, and authentic workplace for everyone. So, if you're excited about this role but your experience or qualifications don't match the job description exactly, we encourage you to apply anyway. You might just be the right person for our growing business in this role or another one.

Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity,

gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.

This is a hybrid working role from our Solihull office with frequent days in the office expected. The closing date for applications is **Friday 14 February 2025**. We encourage candidates to submit their applications as early as possible and not to wait until the published closing date. Xoserve's recruitment periods can and may vary. We reserve the right to remove this advert or close it to further applications at any point during the recruitment process.