



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Group Family: Generic - Projects and Programmes

Job Description: Communication/Stakeholder Manager

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HQ Job Description

Job Title	Communication/Stakeholder Manager
Group Family	Projects and Programmes
Band	8

Overview of the job	The Communication/Stakeholder Manager is responsible for the creation and ongoing management of stakeholder and communications strategy and will, therefore, need an awareness of stakeholder management in relation to programmes and projects.
Summary	The Communication/Stakeholder Manager role is a critical component to the successful delivery of any project, programme or activity. They will ensure the appropriate management of their expectations and agreed objectives. Stakeholder management is a process and control that must be planned and guided by underlying principles.
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Lead on the creation, development and implementation of the Communication/Stakeholder engagement strategy, setting clear vision, direction and evaluation measures to accurately map, monitor and assess the project/programme’s strategic relationships. • Mapping stakeholders and developing appropriate communications for each key stakeholder group. • Producing targeted reports for specific audiences and briefings for senior stakeholders. • Supporting and encouraging the team to build stakeholder relationships monitoring delivery of all communications outputs against agreed objectives and compliance with frameworks and strategies. • Ensuring that stakeholder engagement is appropriately considered and actioned across communication strategies and activities to maintain corporate reputation • Ensuring efficiency and effectiveness of current, planned and future communication activity. • Acts as a contact point within the programme/project ensuring attendance at all key meetings as agreed with the Project/Programme Manager. • Develops and monitors a work plan to deliver communications agreed and works with the PMO to commission and develop products against this plan during the lifecycle of the strategy. • Identifies and utilises audience insight and stakeholder mapping techniques to build recommendations for communications strategy and planning. <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p>

Behaviours	<ul style="list-style-type: none"> • Seeing the Big Picture • Delivering at Pace • Working Together • Leadership • Communicating and Influencing
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<p>N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these.</p> <ul style="list-style-type: none"> • Experience of liaising and working with a diverse set of stakeholders, including senior members of staff • Effective leadership, interpersonal and communication skills • Able to broker relationships with stakeholders within and outside the project or programme • Able to negotiate and influence stakeholders within and outside the project or programme • Good written and oral communication skills
Technical requirements	<ul style="list-style-type: none"> • Managing Project Lifecycles • Knowledge of Governance and Assurance • Understand the management structures and culture of the relevant areas
Ability	

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	Technical
Seeing the Big Picture			Experience of liaising and working with a diverse set of stakeholders, including senior members of staff	Managing Project Lifecycles
Delivering at Pace			Effective leadership, interpersonal and communication skills	Knowledge of Governance and Assurance
Working Together			Able to broker relationships with stakeholders within and outside the project or programme	Understand the management structures and culture of the relevant areas
Leadership			Able to negotiate and influence stakeholders within and outside the project or programme	
Communicating and Influencing			Good written and oral communication	