

Senior Stakeholder and Communications Adviser Sales and Building Safety

Overview	
Role Purpose	<ul style="list-style-type: none"> Support the Building Safety team by providing communications support for individual projects and support corporate communications on Building Safety matters where required. Liaise with stakeholders across NHG to ensure that there is clarity on the inspection and remediation programmes to ensure visibility of the progress of the Building Safety Team and bring back issues for the building safety team to resolve. Support the development of the customer engagement plans required as part of the Building Safety Case. Horizon scan to ensure that the Building Safety Team are aware of all legislative and regulatory changes proposed to allow time to respond effectively. Manage the process of communication between teams to ensure building safety respond to queries and complaints in a timely way.
Responsible for	<ul style="list-style-type: none"> Developing customer communications for projects where building safety are the lead team including support for the development of customer engagement plans as required by the Building Safety Bill. Regular liaison with key stakeholders providing sufficiently detailed information so that internal teams are aware of where we will be/ have undertaking inspections, the results of inspections, the process we will follow post inspection and which stage we are at and inform teams about the remediation programme. Manage the workwise programme to ensure jobs are raised on workwise and building safety respond effectively.
Reports to	<ul style="list-style-type: none"> Deputy Director of Building Safety
Line management	<ul style="list-style-type: none"> N/A
Tier	<ul style="list-style-type: none"> 8
Expectation Level	<ul style="list-style-type: none"> Colleague
<ul style="list-style-type: none"> Role relationships 	
Internal	<ul style="list-style-type: none"> Manage relationships within Building Safety Team to ensure that all communications with customers are informative and effective. Manage relationships with operational teams across NHG to ensure that they are kept up to date with the investigation and remediation programmes and that all information and complaints are dealt with effectively and efficiently.

	<ul style="list-style-type: none"> Ensure that all schemes in scope of the Building Safety Act have effective customer engagement plans and these are shared with customers and customers are aware of any escalation routes if they do not believe they are being listened to in relation to building safety. Work with the communications team on corporate campaigns as required.
External	<ul style="list-style-type: none"> Liaise with customers to ensure they are aware of building safety work being undertaken in and around their home. Liaise with Local Authorities and other Regulatory bodies to deal with enquiries and complaints, ensuring they are responded to in a timely way. Prepare response to Councillor, MP and media enquiries as required.

Manager / leadership criteria	
Functions	Remediation team, some input to Regulation Team
Staff reports	Total: 0
Budget size	N/A
Specific designated, regulatory compliance requirements	N/A
Other key data (i.e. size of operation, units managed, size of programme etc)	Currently 30+ live projects within the team and it is anticipated that this is the level that will be maintained given the size of the portfolio we are reviewing. Supporting the development of 97 Resident communication plans as part of the Building Safety cases for buildings in the scope of the Building Safety Act.

Role accountabilities
<p>Strategy, Planning and Innovation</p> <ul style="list-style-type: none"> Support the Building Safety Remediation team to devise, implement and evaluate tailored communication plans for internal and external stakeholders at both a project and programme level in regard to the remediation programme. Support the Building Safety Regulation team to devise, implement and evaluate communication plans for internal and external stakeholders in regard to NHGs responsibilities under the Building Safety Act. Link in with front line teams to ensure engagement plans and key messages align and ensure residents are involved in decision making about building safety in their block. Work with the central communications team to ensure building safety communications are aligned with the wider corporate narrative and with organisation-wide strategic objectives and communications/engagement activities Oversee the programme of resident meetings to ensure meetings are held on a regular basis, actions are captured and follow up communication takes place as agreed. Develop and implement an overarching communication strategy for Building Safety.

Role accountabilities

- Working with the central communications team, lead on the implementation of Building Safety information for our website with a view to keeping residents, stakeholders and the wider public informed about NHGs approach to Building Safety matters.
- Develop and implement a staff engagement strategy across all tenures and business areas with an objective to make Building Safety part of our organisational DNA.

Collaboration and partnership working

- Work collaboratively with internal and external stakeholders at a range of levels to provide comprehensive communications support and advice for specific projects and campaigns on building safety
- Act as the single point of contact for requests for updates from both residents and internal stakeholders. Coordinate these requests across the department to the relevant colleagues, ensuring that responses are accurate and timely.
- Attend SMT as part of the management team ensuring key actions are completed
- Work with the Policy and Process Manager on horizon scanning for industry updates, news and changes. Ensure these are communicated to the team and impact on our work is assessed
- Support the Remediation team at residents' meetings where required, assisting with the development and delivery of key messages
- Provide advice to the team on communication matters, supporting with the drafting and review of information for stakeholders and residents
- Work with relevant teams on production of reports about the Building Safety programme, key metrics, EWS1 performance and other ad hoc reporting as required

Media and Communications

- Work closely with our central communications and media team to ensure that all messaging dovetails with our corporate strategy.
- Work with the Deputy Director of Building Safety and other internal stakeholders as required to prepare statements for external parties and/ or residents on NHGs position on Building Safety matters.

General

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

- Experience of working in a communications environment

Desirable

- An understanding of the building safety environment would be beneficial

<ul style="list-style-type: none"> • Experience of working with a range of internal and external stakeholders to provide communications support • A passion for developing excellent relationships across the business, with excellent communication skills and supporting internal customers, enabling them to self serve and responding to ad hoc queries. 	<ul style="list-style-type: none"> • Experience of communicating internal change programmes and developing strategies and plans for involving and engaging staff in organisational changes • Experience of dealing with media, MP and councillor enquiries
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Professional expertise (know how & experience)

Essential	Desirable
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(See experience above)	
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Skills

Essential	Desirable
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<ul style="list-style-type: none"> • Excellent writing, editing and communication skills and ability to write for different communications channels, audience and publications • A passion to learn new skills and the drive to undertake qualifications to develop new skills • Effective IT skills including basic MS Office skills 	
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NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a Colleague expectation level and therefore you should refer to the Colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.