

Project Trident - Stakeholder Engagement SME

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

Reporting to the Project Trident Stakeholder Engagement Lead, this Stakeholder Engagement SME will hold an exciting role in the project; responsible for building trusting relationships with and advocating for our internal and external stakeholders. This role will be responsible for sharing Project Trident updates externally, shaping stakeholder engagement with the project and receiving & acting upon feedback.

Working as part of the Strategy & Development function within the Project Trident team, this role will execute against the Project Trident Stakeholder Engagement Strategy, developing targeted content and be responsible for being an external face.

This role will have an excellent understanding of Xoserve's customers, ensuring that they receive empathetic communications and appropriate levels of input into the programme. They will be pivotal to Project Trident's success.

Role Accountabilities

- **Delivery against project plans:** Alongside the Stakeholder Engagement Lead, responsible for developing the stakeholder engagement plan.
- **Customer Insight:** Responsible for capturing the strategic insight gathered through the stakeholder engagement plan and ensure that this is shared with the interested internal parties. Responsible for ensuring that meaningful insight is gained from operational engagement and acted upon.
- **Builds Stakeholder Trust:** Ensure collaborative working and strong internal and external feedback and communication loops. Advocates for Project and stakeholder interests even whilst they are not in the room.
- **Relationship Management:** Act as a bridge between Project Trident and customer organisations, building and maintaining proactive working relationships, partnerships and communications to ensure alignment and proactive engagement. Work across Xoserve and Project Trident to leverage other points of view as appropriate. Work closely with and develop relationships with 3rd party organisations delivering for Project Trident.
- **Communications:** Proactively managing and improving customer-facing content on the website, newsletters, customer and project briefings. Monitor the changing customer needs and tone and outline appropriate approaches and solutions to manage those customer expectations.
- **Programme Governance:** The role will be a regular deputy for the Stakeholder Engagement Lead, interfacing into programme governance & decision making.

Specialist/Technical Expertise

- Essential to have a strong understanding of Xoserve and Project Trident's customers.
- Desirable to have an understanding of the UK Link customer estate.

- Proven experience in customer-facing roles and delivering customer-facing presentations.
- Proven experience of working to industry best practice standards within tight timescales in fast-paced environments.
- Experience and understanding of frameworks and methodologies relating to stakeholder and customer engagement.

What we offer:

- A competitive annual salary between £58,000 - £63,000 (based on skills and experience)
- Discretionary individual bonus up to 10%
- 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

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 and off-site to meet with external stakeholders as required. The closing date for applications is **Wednesday 30 April 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.

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 to people@xoserve.com**