Job description

Job title: Strategic Relationships Officer
Level: Level 4
Directorate: Strategic Communications and Engagement
Section: UK, European and International Affairs
Location: London
Reporting to: Strategic Relationships Manager

Job purpose

Our mission is to prevent harm and drive improvement in patient care by setting, upholding and raising standards for medical education and practice. We cannot achieve this alone which is why we must continue to strengthen our relationships and collaborate with our stakeholders.

This role is part of a brand new team (the Strategic Relationships Unit) that we are building to transform the way we engage with our key strategic stakeholders to help us to deliver our ambitious corporate strategy. You will be one of three officers who will have responsibility for developing, planning and managing a portfolio of strategic relationships. You will be building collaborative relationships with our external stakeholders and working closely with internal teams to make sure our engagement with those organisations is planned and co-ordinated, that we identify and take forward opportunities for partnership working, and that we see improvements in those relationships over time.

This is a great opportunity for someone who has worked in, or interned in public affairs, stakeholder relations, media relations and Parliament, as parliamentary assistants or researchers.

Main responsibilities

1. To plan, manage and develop a portfolio of relationships which are strategically valuable to the GMC’s work.

2. To build effective working relationships with stakeholder/external affairs counterparts in our partner organisations, ensuring there is mutual understanding of our respective agendas, future plans and issues.
3 To plan and deliver a proactive programme of engagement with those relationships, ensuring that stakeholders have opportunities to be engaged with and support the GMC’s corporate priorities.

4 To develop an in-depth understanding of the relationships within the portfolio, allowing you to provide strategic advice and support to policy and operational teams and senior management.

5 To identify, and support the management of, opportunities for partnership working that will aid the delivery of our corporate strategy.

6 To commission and produce written briefings (including speeches and slides), support and advice on a range of issues within your relationship portfolio.

7 To establish and maintain internal communities for your relationship portfolio that will aid improvements in the co-ordination and development of relationship management activity in order to keep the impact on our partners to a minimum.

8 To proactively monitor the work of organisations within your relationship portfolio, making colleagues aware of external developments that could impact and/or support our functions, policies and work, and providing advice on how we should engage and respond.

9 To continuously monitor the health of relationships within your portfolio, identifying and escalating risks in the relationship where appropriate and advising on methods of resolving those issues.

10 To use and champion engagement with a Stakeholder Relationship Management (SRM) system, helping to ensure that the organisation’s new approach to strategic relationship management is embedded and supported through the use of this technology.

11 To work closely with colleagues in the UK, European and International Affairs team and those in the organisation responsible for internal and external communication, campaigns, media and events to ensure there is regular and effective information about stakeholder engagement activities available to them for wider communication.

12 Any other reasonable duties as may be assigned from time to time.

January 2019
Key skills

Job title: Strategic Relationships Officer
Level: Level 4
Directorate: Strategic Communications and Engagement
Section: UK, European and International Affairs
Location: London
Reporting to: Strategic Relationships Manager

Key skill 1 – essential technical knowledge and skills

Skills a, b, c, d and e are considered essential for this position. The remainder of your application will not be considered if you are unable to demonstrate these within Key Skill 1.

a  Experience of working in external/stakeholder affairs.

b  Experience of creating and developing excellent stakeholder relationships including delivering stakeholder engagement strategies, convening stakeholders effectively, and developing content aimed at supporting the development of shared perspectives. This experience should extend to effective tracking and management of ongoing stakeholder relationships.

c  A proven ability to research issues, analyse policy documents and reports and reach conclusions about issues affecting an organisation and make clear strategic recommendations about the best course of action to colleagues.

d  A proven ability to establish credibility and exert influence with senior colleagues and external stakeholders/partners by quickly identifying the nature of an issue and taking appropriate steps to provide the necessary information and strategic advice.

e  Excellent IT skills are required as the post holder will be expected to use the organisation’s Siebel-based Relationship Management System and will need to work to a high standard with MS Word, Excel, PowerPoint, Outlook, and Visio.
Key skill 2 – communications skills

f Excellent written communication skills with the ability to produce accurate and concise documents, often on technical subjects, in concise and plain English, as well as the ability to work collaboratively with others in the joint development of written material. This will include briefing papers, information notes and notes of meetings as well as speeches and slides.

g The ability to present arguments orally in a fluent persuasive manner to a variety of audiences.

Key skill 3 – interpersonal skills

h Good interpersonal skills with the ability to build relationships, influence and work effectively with people at all levels, both internally and externally.

i The post holder will work within a newly established team and the ability to work co-operatively with the other team members and to adopt a position of shared responsibility for the team’s work and objectives is very important.

j To demonstrate excellent customer service in all interactions with internal and external stakeholders.

Key skill 4 – organisation skills

k Good time management skills with the ability to see priorities and risks, deliver to deadlines and manage competing demands, all the while maintaining a high degree of accuracy and attention to detail.

l Good project management skills and experience with the ability to plan, coordinate and evaluate engagement activity, working across teams, functions, external partners and suppliers to deliver required objectives.

m The ability to work within organisational procedures and with the achievement of team objectives, deadlines and timetables constantly in mind.

Key skill 5 – innovation and problem solving skills

n The ability to identify and develop solutions to continuously improve team and directorate effectiveness.

o The post holder must be prepared to travel when required and have a willingness to work flexibly to suit the needs of the work.

January 2019
Terms and conditions

Job title: Strategic Relationships Officer
Level: Level 4
Directorate: Strategic Communications and Engagement
Section: UK, European and International Affairs
Location: London
Reporting to: Strategic Relationships Manager

The following terms and conditions apply to this post.

Salary band £31,482 to £37,701

Annual leave 25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension
Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
<table>
<thead>
<tr>
<th><strong>Other benefits</strong></th>
<th>Private medical insurance with AXA PPP. Employee assistance programme with AXA ICAS.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours of work</strong></td>
<td>35 hours a week, 9:00 to 17:00, Monday to Friday.</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>350 Euston Road, London. Some travel to other locations will be required.</td>
</tr>
</tbody>
</table>