

Financial Services Skills Commission (FSSC) Job Description Membership & Stakeholder Engagement Manager

Date prepared: May 2024

Job title:	Membership & Stakeholder Engagement Manager
Reporting to (job title):	Programme Director
Objective of role:	To assist the Programme Director and Chief Executive in delivering the objectives and ambitions of the Financial Services Skills Commission. Provide high-quality leadership for strategic engagement and building a network of relationships to improve skills in UK Financial Services.

About the Financial Services Skills Commission

The Financial Services Skills Commission (FSSC) is an independent, not for profit, member-led body, representing the UK's financial services sector on skills. The FSSC works directly with the sector to ensure that businesses have the talent and skills they need for the future. We are passionate about creating lasting change in the sector and offer a supportive, inclusive, and forward-thinking environment where your ideas and talents can thrive. Join us on a transformative journey, it's your chance to be part of a driving force for positive change, both in your professional growth and the wider financial services sector.

FSSC members collectively employ nearly a third of the industry's workforce. Our overarching purpose is to increase the supply of talent and skills across the sector and influence the sector to embed lasting change. Since our creation in 2020, we have grown from 15 members to over 40 member firms and our work has been adopted by industry, educators and regulators.

About the role

The Membership & Stakeholder Engagement Manager role is a high profile, influential and exciting opportunity in the Financial Services Skills Commission. As a Stakeholder Engagement & Membership Manager for the organisation, you will be responsible for leading our external engagement work and ensuring we deliver an outstanding membership experience, grow our membership, and deliver on our ambitions.

You will build relationships to further the Commissions message, enabling the embedding of our content and impact. You will also play a key role in positioning us as a leading thinker on skills for Financial Services to support the sectors priorities. The role involves regular engagement with our members and non-members, business leaders, industry bodies such as trade bodies and regulators, education and training organisations, government officials and other stakeholders.

Key Activities & Responsibilities

Strategic development

- Develop and implement a stakeholder engagement strategy that aligns to the overall aims of the Commission, our programme of work and the growth of the membership base.
- Working with Senior Leadership Team, inform the strategic development of membership benefits and membership marketing programmes.
- Provide input into update reports for FSSC workstreams, Advisory Group, Board etc.
- Gather and share relevant member best practice insights and case studies that help to share good practice and drive change aligned to our objectives including, managing and delivering our insight session series.

Stakeholder engagement

- Manage stakeholder mapping and prepare communications to stakeholders and respond to stakeholder enquiries.
- Proactively engage with relevant external stakeholders identified in our stakeholder engagement strategy and secure their support and participate in our work to further our objectives,
- Be responsible for maintenance of effective Customer Relationship Management systems that enables and supports the Commission work and provides insights into Member behaviour and preferences.
- Arrange and attend regular member and stakeholder meetings and events (with or without colleagues) and ensure feedback and requests recorded and actioned.
- Keep up to date with developments on skills, talent etc relating to the FSSC activity to inform our work and position FSSC as a leading thinker, innovator, and influencer on skills in Financial Services.
- Work with colleagues to secure sponsorship and resources for our work in addition to membership income.
- With the Marketing & Communications Manager, create and distribute collateral and content including member insights and data, to provide thought leadership and progress our priorities.
- Working closely with colleagues proactively engage with stakeholders across industry, government, education and training sector and other parties to establish strong working relationships.

Membership management

- Develop, maintain and manage an effective and cost-effective strategy for the retention of members across the entire membership.
- Develop, maintain and manage membership processes including retention and renewals, working with colleagues across the Commission including managing member agreements, maintaining a database of information about members and prospects, supporting member prospecting and outreach
- Work with colleagues to secure new members and help retain existing ones.
- Inform the Programme Director, Chief Executive and other members of the team about the key concerns of members, raising issues and proposing solutions
- Inform colleagues of any good news, stats and assets for digital marketing communications for members – E.g. LinkedIn.

Relationship management and ways of working

- Represent the organisation on matters relating to member services, and manage stakeholders, relationships, and contracts, effectively, obtaining best value for money and high service levels on behalf of the Commission

- To attend relevant events to meet and engage with our members, understanding what they value and how else the organisation can support them
- Act as a strong ambassador for FSSC and, where relevant, attend events and summits to represent the work of FSSC.
- Play an active role in the operation of FSSC alongside other employees and in support of the Programme Director and Chief Executive carrying out other duties as reasonably instructed.

Person Specification

Knowledge & Experience

- Experience of working with and building relationships with a diverse range of stakeholders, including with senior figures, essential.
- Experience of managing membership/ accounts or equivalent
- Proactive and enthusiastic with collaborative interpersonal skills.
- Strategic thinker with the ability to identify complex problems and proactively take steps to address them.
- Knowledge of the skills & talent landscape/ HR is desirable
- Understanding of and interest in UK national, regional and local politics
- Experience of working with government, education and training providers, accreditation bodies, professional bodies etc on skills development is desirable.
- Awareness of how skills feature in commercial considerations is desirable.

Skills

- Ability to network, develop relationships and work with senior individuals across a range of organisations.
- Excellent written and verbal communication skills is essential, including the ability to draft engaging and impactful communications and present verbally at events/ meetings/ workshops.
- Influential and persuasive with the ability to encourage change within organisations.
- Effective at planning, organisational and time management, self-starter, prioritises tasks, attention to detail, takes responsibility and ownership.
- Ability to manage complex projects with multiple outputs, deadlines and stakeholders.
- Strong interpersonal, teamwork and influencing abilities.
- IT literacy (Microsoft, MS Office)

Key Relationships & Interfaces

Internal:

- The Commission Board, Advisory Group, workstream and project groups.
- Other Commission staff

External:

- Colleagues at TheCityUK and City Corporation and relevant stakeholders, including industry trade bodies.
- Individuals in member firms
- Individuals in non-member firms
- Education and training sector stakeholders
- Government departments and agencies relevant to skills (national, regional and local)

- Industry bodies and stakeholders