



Job Description

Post Title: Member Relationship Officer

Directorate: Legal and Governance

Reports to: Member Relationship Manager

Direct Reports: 0

Key Relationships: Member Relationship Manager, Senior Leadership Team, Stakeholders within Local Authorities, Local Councillors, and members of parliament from across the West Midlands, Government and non-Government departments including the Centre for Governance and Scrutiny, other Combined Authorities.

Role Purpose

Facilitate effective engagement and collaboration with key stakeholders, including Elected Members and local authorities, to support the successful implementation of the Trailblazer Devolution Deal. Manage communication channels, organise stakeholder visits, and oversee member training programmes, contributing to the WMCA's goal of becoming a leading Combined Authority in governance and accountability.

Responsibilities

- Support with managing the details of key stakeholders in member authorities via our CRM system to ensure we engage those stakeholders and understand their view of the WMCA.
- Work with the Member Relationship Manager to ensure the Combined Authority maintains strong visibility with constituent and non-constituent members, supporting with the administration of coordinating visits by WMCA to constituent/non-constituent committees/boards.
- Support with writing and sending out communications to stakeholders and responding to enquiries.
- Monitor and report on opportunities for engagement via Local Authority Forward Plans and Scrutiny Work Programmes to improve the frequency of engagement.
- Help deliver the annual Member Engagement Survey to understand and monitor relations with key stakeholders in member authorities, levels of satisfaction and trends.
- Oversee the evaluation of events, engagement and communications with member authorities and ensure it is shared with the organisation to improve processes and practices.
- Support with identifying, planning, and delivering a Councillor visit service to raise awareness of the work we do at the WMCA across the region. This will require liaising with third party contractors and external bodies.
- Help deliver the member induction programme and ongoing member development and training programme.

- Help implement the Private Sector Recruitment process and, when vacancies arise, support to actively recruit relevant representatives to these boards and committees.
- Work internally to help identify and facilitate opportunities for colleagues and members to build open, effective, and collaborative relationships with key stakeholders in member authorities to promote the development of WMCA's reputation.
- Coordinate gathering questions from MPs and manage information collection for responding to them during the new MPs Question Time sessions.

Person Specification

Please specify (X) whether the experience required is Essential (E) or Desirable (D)			Assessment Method
Experience	E	D	How assessed
Evidence of working with and understanding Elected Member's needs.	X		Application
Able to demonstrate an understanding of how scrutiny works in a local authority setting, and its impact on decision-making.		X	Interview
Evidence of working with and managing the needs of a variety of stakeholders.	X		Interview
Able to demonstrate professional level written skills and coordinating responses to external stakeholders.	X		Interview
Experience working in a political environment, able to demonstrate discretion and confidentiality when working with political figures and other senior stakeholders		X	Interview
Evidence of organising visits and preparing relevant briefing materials.		X	Application
Familiarity and confidence working with a CRM system (preferably Dynamics)	X		Application
Evidence of working Microsoft Dynamics		X	Application
Skills/Knowledge/Abilities	E	D	How assessed
Ability to act on initiative, to work under pressure, and exercise own judgement	X		Application
Ability to meet tight deadlines and prioritise a heavy workload	X		Application
Written and oral communication skills which are appropriate to working with, communicating with, and influencing the stakeholders of the role.	X		Application
Ability to communicate with colleagues and external audiences at a senior level.	X		Interview
Ability to solve problems and offer solutions to difficult situations	X		Interview
Knowledge of Public Sector		X	Interview
Qualifications/ Professional Memberships	E	D	How assessed
Educated to degree level, preferably in a relevant subject such as Politics, International Relations, or PPE.		X	Application

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.

	Service Driven	Customer, resident, and partner focused.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role.

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis.