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| **ROLE Title:**  **GRADE/salary:** | **Chief stakeholder officer (cso)**  **Chief officer** | |  | | **DATE: Aug 2021** | |
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| **Role** | | **Need to Do** | | **Need to Know** | | **Values and Behaviours** |
| **Role Purpose:**  LGPS Central is looking for an experienced Stakeholder Relations/Investment professional to join our senior management team in the position of Chief Stakeholder Officer (CSO). This is an Exco- level, newly established role.  The CSO will have the key role of developing and implementing our strategy to manage critical stakeholder relationships and the external perception of LGPSC as we move into the next phase of our corporate evolution.  Proactively anticipating our future business needs as we complete the asset transitions from Partner Funds into the LGPSC Pool, the demands around Responsible Investment continue to grow and pooling moves into its next phase will be an essential component of the role.  LGPS Central Limited has been established to manage the investment assets of eight Local Government Pension Scheme (LGPS) funds across the Midlands. It will ultimately be responsible for managing around £45bn of assets on behalf of one million LGPS members and 2,500 employers. The Company is regulated by the FCA.  The Company is owned by the Administering Authorities of our eight Partner Funds, making them both our shareholders and our clients. This creates an unusual and challenging opportunity in client servicing and shareholder relationship management and reporting. As one of the eight new LGPS asset pools, we also form part of a new and significant niche sector in the UK pensions industry which attracts keen interest from National/Local Government, and scrutiny from a wide group of sector and industry stakeholders and pressure groups.  **Reports to:**  The CSO will report to the CEO and will initially have three direct reports:   * Client Relationship Manager, who manages the relationships between LGPSC and its Clients. * Communications Officer, who co-ordinates the external and internal communications. * Client Services Support Officer | | **Outcomes:**  The key responsibility and accountability is for proactively planning, developing and delivering LGPSC’s overall stakeholder engagement strategy. This role will be responsible for the effective management of our key stakeholder relationships from a business and service delivery perspective as well as leading on our communications strategy and co-ordinating future public policy positioning.  Deliver in four key areas supporting stakeholders’ key objectives:   1. Most important is the outward-facing aspect of the role. Pooling represents a significant transition for our clients/shareholders. Collaboration is key, and the CSO will be responsible for ensuring we have a successful and appropriate level of collaboration with these stakeholders so that we are working in partnership, ensuring we are able to operate effectively with no surprises on either side. The CSO will also be expected to build and sustain strong and effective relationships with our shareholders. 2. Our focus on investment performance alongside responsible investment is particularly significant. The CSO will be expected to work closely with the CIO, Director of RI&E and the rest of the investment team to develop and implement a stakeholder relations strategy which ensures all stakeholders understand our activities and achievements. 3. Influencing and liaising with central government and operating in the wider political arena, as pooling is a UK government led initiative. The CSO will act as one of the public faces of LGPSC and ensure that key participants within the government are aware of the successes of LGPSC. The CSO will influence and react accordingly to new political developments (both locally and nationally), positioning and promoting LGPSC as a leader in the LGPS space on behalf of its clients. 4. LGPSC aspires to operate at the level and with the scope of our major UK and global pension scheme peers. The CSO will be expected to cultivate links with these peer organisations to facilitate sharing of best practice, co-operation with RI&E initiatives and ultimately investing alongside each other.   **Duties**  The CSO will work closely with the CEO and Board, as a core member of the Executive team to:   * Lead on all stakeholder engagement matters * Develop and implement a proactive and comprehensive stakeholder engagement (including communications) strategy to deliver effective relationships between LGPSC and all key stakeholders including: Clients, Shareholders, Staff, Peers in the other pools, Government, Other external parties/influencers (including advisors, consultants, managers, regulators, trade groups, professional organisations, public and relevant campaign organisations). * Ensure LGPSC delivers excellent service to its Clients, including developing thought leadership initiatives to demonstrate the value LGPSC provides from pooling * Represent LGPSC externally on policy and strategic issues * Provide key input into the development and delivery of LGPSC’s strategic business plan to meet the objectives set on cost savings and to deliver the benefits of an FCA regulated investment management firm to clients and shareholders. * Control and manage the operating budget for the External Affairs Team and contribute to the overall financial management of the Company. * Lead, manage and develop the External Affairs Team, ensuring competent resource, knowledge, and skills are in place and maintained. * Actively support LGPSC’s diversity programme, both internally and externally, along with all other corporate policy initiatives. | | **Skills/Knowledge/Experience/Competence:**  This role is a new, senior, Exco-level position that requires political “nous”, a proactive commercial focus, empathy and the ability to cultivate strong, professional relationships. The role will be subject to FCA SMCR requirements of fitness and propriety.  The ideal candidate will be a senior business development, investment and stakeholder relations professional with significant experience of working in investment management or investment consultancy, possessing a sharp results focus and previous effective team leadership and inspiration. Importance is placed on proactivity and collaboration.  Essential experience, skills and competencies required:   * Depth of business development, leadership and management skills, detailed knowledge of investment marketing and communications, and of investment management that will support the delivery of our stakeholders’ key objectives. * Demonstrable ‘C’ level / Board or strategic leadership experience within an investment management or investment consultancy business. * Established network of professional relationships with pension schemes and investment managers both in the UK and overseas * Experience of building out a stakeholder strategy including client relationship management and communications in the investment and pensions space. * Experience with the use of website, social media, public speaking opportunities, events, PR and press to design and deliver a coherent corporate and stakeholder communications strategy. * Credibility and gravitas to influence stakeholders and ability to build constructive and collaborative relationships at all levels, inside and outside the organisation. * Proactive approach and proven results focus, including commercial accountability, and ability to prioritise to create own agenda, within a regulated environment. * Strength as an influencer and communicator with excellent presentation and written skills and ability to support the development of these skills in the wider team.   **Qualifications:**   * A Bachelor’s degree in a relevant discipline; an MBA or other postgraduate qualification would be an asset. * CFA qualification would be an advantage * Demonstrable SMCR standards of fitness and propriety. The role holder will be an FCA certified post, managing certified staff. | | **Values:**   * We are a great place to work * We are Client Focus ed * We are Inclusive * We are Ambitious   **Behaviours**   * Open, fair and transparent, acting with integrity. * Doing the right thing. * Honest and trustworthy * Empowered in making right decisions * Collegiate and Collaborative. * Valuing and treating everyone equally. * Listening to individual ideas to support growth. * Constructively challenging the status quo. Accountability for results and delivery * Friendly, honest and supportive. |