

The logo for IMA (Institution of Management Accountants) features the letters 'IMA' in a bold, white, sans-serif font. The letters are centered between two horizontal teal bars of equal length.

For the Citizens'
Rights Agreements

Operational Stakeholder Engagement Lead (Grade 7)

Information pack

Welcome from Director of Operational Delivery - Mark Jeffs



The Operational Delivery Directorate sits at the heart of the Independent Monitoring Authority, transforming insight into meaningful action to protect citizens' rights. Bringing together our Data and Insight, Compliance and Inquiry, and Operational Stakeholder Engagement teams, we work collaboratively to identify risks, investigate complex issues, and drive real improvement across public bodies.

A key part of this is the Operational Stakeholder and Public Affairs function, which ensures the IMA remains closely connected to the lived experiences of citizens, stakeholders, and delivery partners. Through proactive engagement and strategic relationships, we gather valuable insight, influence public and policy-facing conversations, and spot emerging issues early. This intelligence directly informs our compliance activity, inquiry priorities, and wider decision-making, helping to ensure the IMA's work is targeted, evidence-led, and impactful.

If you're passionate about making a difference and want to be part of a team that delivers meaningful change, we'd love to hear from you. We look forward to receiving your application.

**Helena Geach**

Deputy Director, Operational Stakeholder Engagement

Thank you for your interest in this new and exciting role at the IMA. The stakeholder engagement team is a new and dynamic team that promotes cross-organisational collaboration and facilitates the management and progression of stakeholder engagement initiatives. Furthermore, it contributes to strengthening our external reputation, broadening our professional network, and reinforcing our commitment to an information- and insights-driven approach. If this appeals to you, then I encourage you to make an application.

About the role

Job Title	Grade	Duration	Salary
Operational Stakeholder Engagement Lead	Grade 7	Permanent	£58,506 - £67,347

Starting salary will normally be offered at the minimum of the band. Existing Civil Servants or those transferring from accredited Non-Departmental Public Body (NDPB) on level transfer will move on current salary or the pay range minimum, whichever is higher up to the maximum of the pay range. If you transfer on promotion, you will move to the new pay range minimum or receive a 10% increase, whichever is higher.

Location: The IMA is currently based at the Civic Centre, Oystermouth Road, Swansea, SA1 3SN.

The IMA currently operates informal, non-contractual hybrid working arrangements with a regular requirement to attend the Swansea office. In person working accounts for around 40% of contractual working hours over the course of a year through a combination of time in our Swansea Office, other government hub working or through direct contact operational activity (e.g. meeting with stakeholders and citizens). Some of this time is mandated by business activity but the remaining time is not fixed and can be managed in discussions with line managers to provide flexibility at an individual level. If you would like to discuss this further, please contact HR@ima-citizensrights.org.uk

Note to existing Civil and Public Servants: The IMA is not a Civil Service employer. Any current Civil Servants recruited to the IMA on a permanent basis will cease to be Civil Servants. If you are a member of the Civil Service Pension Scheme, you will be eligible to continue in this scheme with no break in service. We recognise contractual continuity of service for individuals joining the IMA where there is no break in service from those who are either: existing members of the current Civil Service Pension Scheme and/or employed by an organisation listed on the [Gov.UK list of departments, agencies and public bodies](#). Contractual continuity applies to annual leave, sickness leave and pay, entitlement to Maternity/Paternity/Adoption Leave up to the maximum entitlements in the IMA. For more information contact HR@ima-citizensrights.org.uk

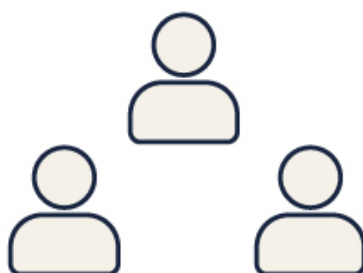


Purpose of the role

The Operational Stakeholder Engagement Lead is a senior delivery role responsible for leading the operational implementation of stakeholder engagement activity in support of the IMA's monitoring and promoting functions, with an agreed remit set by the Deputy Director of Operational Stakeholder Engagement.

As Operational Stakeholder Engagement Lead, you will:

- Play a pivotal role in the effective delivery and communication of the IMA's operational activity through developing and sustaining effective stakeholder relationships with statutory and non-statutory partners including Parliamentarians, senior civil servants, commissioners, ombudsman/regulators and sector leads.
- Represent the organisation externally on delegated stakeholder engagement activity and citizen focused events, in line with agreed engagement frameworks.
- Assist the Deputy Director of Operational Stakeholder Engagement in maintaining effective connections among operational stakeholder engagement, the organisation, its executive team, and the Board.
- Demonstrate effective skills in co-ordinating and leading internal teams to ensure operational stakeholder activity, including parliamentary affairs work, is prepared and recorded consistently and effectively in line with governance and information management requirements, including KIM.
- Make sure processes for sharing information with the Data and Insight teams are running smoothly, supporting insight-led operational delivery and continuous improvement.
- Lead the coordination of briefing preparations for senior IMA staff, including Board members, and support parliamentary engagement activity, escalating sensitive or high-risk issues to the Deputy Director as appropriate.
- Work with various teams throughout the IMA, such as legal, communications, and operational delivery, to ensure that stakeholder engagement is organised efficiently. This coordination supports the IMA in achieving its strategic goals.
- Line manage the Operational Stakeholder Engagement Manager (HEO).



What success looks like in the role

To be successful in this role it is likely that you'll:

- Be a proactive self-starter with a track record of delivering results under pressure, adept at meeting tight deadlines and making evidence based decisions.
- Demonstrate the ability to offer insightful and challenging advice and recommendations to colleagues and peers, supporting the organisation's strategic objectives and operational needs.
- Be an excellent communicator with strong political awareness, skilled at building and managing key stakeholder relationships, including delivery partners, regulators, and representative groups.
- Ensure engagement strategies are inclusive, consistent, and effective for complex policy and legislative matters.
- Be a natural storyteller who can articulate the IMA's objectives and impact, framing key messages that resonate with stakeholders and service users. Demonstrates the ability to produce briefing materials and presentations that are accurate and suitable for engagement on complex issues.
- Be a confident and effective decision maker, able to deliver and defend evidence-based decisions that stand up to scrutiny and challenge.
- Bring analytical skills to interpret complex data and policy issues, enabling the organisation to respond proactively to stakeholder needs and operational priorities.
- Be an inspiring leader and manager, able to attract, lead, motivate and develop colleagues across teams and functions. Fosters a culture of collaboration, engagement, and shared ownership, supporting the IMA's strategic priorities and ensuring high standards of professional service.
- Be a collaborative and effective team player, consistently demonstrating the IMA's values, with a particular commitment to diversity and inclusion. Supports cross-team approaches to engagement and ensures the organisation is represented professionally at external events.



Strategic Alignment & Delivery:

- Lead the operational delivery of stakeholder engagement activity within an agreed portfolio, aligning delivery plans with strategies and priorities set by the Deputy Director, ensuring alignment with organisational priorities and statutory functions.
- Identify, build and maintain strategic relationships with key stakeholders to support the IMA in delivering its role to promote and monitor citizens' rights under the Withdrawal Agreements.
- Work with the Deputy Director to maintain oversight of delivery-level stakeholder relationships, identifying risks, gaps and opportunities within remit and escalating strategic issues as required.

Stakeholder Engagement & Influence:

- Lead engagement with a range of senior stakeholders and delivery partners, including public authorities, regulators, citizens' representative groups and partners across government (including devolved administrations), to communicate the IMA's work and strengthen its reputation and influence.
- Lead cross-organisational delivery activity to develop credible, insight-led products, drawing on operational activity, data and expertise to demonstrate impact and support the IMA's strategic objective of citizen empowerment.
- Contribute expert operational input to the development of creative and innovative digital and communications material that conveys the IMA's operational output and provides clear, accessible information on citizens' rights.

Parliamentary & Governance Support:

- Support parliamentary engagement activity by maintaining awareness of relevant parliamentary business, coordinating contributions to Select Committee inquiries and hearings, and ensuring correspondence and records are accurately maintained in line with governance requirements.
- Provide expert advice, guidance and challenge to operational teams on stakeholder engagement activity, ensuring engagement is effective and proportionate, and escalating issues in line with agreed governance arrangements where appropriate.
- Maintain operational oversight of the use of Memoranda of Understanding (MOUs), identifying issues and escalating risks or non-compliance to the Deputy Director.
- Identify delivery-level risks associated with stakeholder engagement activity, ensuring mitigation actions are implemented within delegated authority and escalating strategic or reputational risks as required.

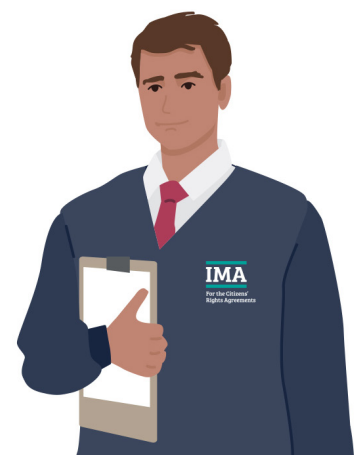
Leadership & Capability:

- Represent the IMA at public-facing and high-profile events, representing the organisation on delegated engagement activity and ensuring there is a balanced and inclusive range of opportunities for stakeholder engagement across operational delivery.
- Identify resourcing and capability needs within remit and advise the Deputy Director, accordingly, including overseeing preparation, briefing and training to ensure staff are confident, well-prepared and able to maximise engagement opportunities.
- Oversee the coordination and quality assurance of briefing materials for staff and Board members, including presentations and key messages, ensuring they are accurate, consistent and suitable for engagement on complex policy and legislative issues.
- Provide inclusive, visible and motivating leadership, fostering a strong culture of collaboration, engagement and shared ownership across teams and functions within the IMA.

The duties/responsibilities listed above describe the post and are not intended to be exhaustive

Essential skills

- Significant senior management experience or well-developed skills in overseeing stakeholder engagement within demanding and complex operational environments, supporting the organisation's strategic objectives and operational priorities.
- Excellent communication abilities, including experience representing the organisation externally, and building influential relationships with stakeholders, delivery partners, regulators, and representative groups.
- Strong leadership and management skills, including leading and motivating cross-functional teams, fostering collaboration, and driving strategic engagement initiatives in line with organisational goals.
- Proven track record in delivering high standards of professional service, effectively managing resources, and prioritising competing demands to support the organisation's operations and service delivery.
- Ability to quickly understand and address complex and technical policy matters, providing practical solutions that advance organisational objectives and respond to stakeholder requirements.
- Experience in analysing and interpreting complex data and information, producing high-quality reports and briefings for engagement on intricate policy and legislative issues.
- Confident and effective decision-maker, able to deliver and defend evidence-based decisions that are robust and withstand scrutiny, contributing to the organisation's reputation and performance.
- Proven ability to design and deliver innovative, accessible products or approaches that make complex information easy to understand for diverse audiences, using a range of channels (including digital), and iterating based on evidence of what works.



The IMA is an exciting place to work, and we are committed to helping you build a successful career.

Learn more in our [recruitment video](#). 

The IMA supports all staff to develop the skills and strengths you need to excel at your job and reach your full potential.

Our people are entitled to:

Pension

- A Civil Service Pension - Choose from a defined benefit pension scheme with a generous average employer contribution of 28.97% or a defined contribution arrangement
- [Find out what benefits a Civil Service Pension provides.](#)



Learning & Development

- Minimum of 10 days learning and development a year
- We offer any tailored learning and development required for you to thrive in this role and you will have support and guidance to progress your legal career



Annual Leave

- 25 days a year (increasing to 30 days after five years' service)
- One privilege holiday a year plus eight Public holidays
- Scheme to buy or sell leave

Work life balance

- Flexible working hours (flexi-time) – providing flexibility to vary working time and length of the working day within fixed limits and take time off in lieu

Family Friendly Policies

- Including career break, part-time working, job share, term time working, special leave
- Generous maternity, adoption and shared parental leave

Diversity and Inclusion

- We pride ourselves on being an employer of choice and our supportive culture
- We champion diversity, inclusion and wellbeing and aim to create a workplace where everyone feels valued and a sense of belonging

Financial benefits

- Reward and Recognition Scheme
- Employee Benefits Platform offering discounts on a range of goods and services
- Interest-free loans for travel season tickets and bicycles

Other benefits

- Up to five days volunteering a year
- Access to occupational health
- Access to Employee Assistance Programme (EAP)
- Free sight test and flu vaccination
- Supportive workplace equality and other employee-run networks.

The IMA is an independent body that makes sure the rights of EU and EEA EFTA citizens and their family members living in the UK and Gibraltar are upheld following the departure of the UK from the EU.

The IMA has two broad duties as set out in Part 2 of the Withdrawal and Separation Agreements – to monitor and to promote.

- We monitor UK public bodies to make sure they adequately and effectively implement the rights provided for by the Citizens' Rights Agreements.
- We promote the adequate and effective implementation and application of the Agreements by holding public bodies to account where there is not full compliance

The IMA is an independent arms-length body of the Ministry of Justice.

Further information can be found at: <https://ima-citizensrights.org.uk/>

We encourage applications from people from all backgrounds and aim to have a workforce that represents the wider society that we serve.



We ensure the rights of EU and EEA EFTA citizens, and their family members, are at the heart of UK public bodies' work.

Our values inform the way we work. Our values reflect:

- Our **independence** from government
- Our **willingness to listen** to people and public bodies
- Our **transparency** in the way we work
- Our ability to make **impartial** decisions
- Our **people centred approach** which places people at the heart of everything we do



Selection Process

The recruitment process uses [Success Profiles](#), to demonstrate your Behaviours, Strengths and Experience.

We will assess you against these behaviours during the selection process:

- Communicating & Influencing (Lead behaviour)
- Seeing the Bigger Picture
- Leadership
- Working Together
- Managing a Quality Service

As part of the application process, you will be asked to complete a summary of your job history and previous skills and experience and personal statement. Further details around what this will entail are listed on the application form.

Your personal statement should demonstrate your suitability for the role in no more than **750 words**, highlighting the reason(s) you are interested in the role and how your experience makes you the best candidate with reference to the essential criteria, qualifications and behaviours for the role. Make sure to provide clear examples to show how you meet the requirements



Selection Process

The selection process will include:

A sift of all complete applications: The information you give us in your application is important in deciding whether we will invite you to interview. Candidates will be assessed at sift on all essential criteria and behaviours in the person specification. In the event of a large number of applications, we may conduct an initial sift on the lead behaviour.

Interview: Candidates invited to a panel interview will be assessed on behaviours and strengths in relation to the person specification.

You may be asked to complete an assessment or prepare and deliver a presentation as part of the interview, details of which will be given to you in advance.

Feedback will only be provided if you attend an interview.



To make an application you are required to complete an application through our [recruitment portal](#).

You will be updated on your progress via the email address you register with. Please check your Junk Mail and Spam folders to make sure you don't miss any future correspondence.

Closing date for applications: 19 June 2026

Your application must be submitted before 23:55 on the closing date.

Interviews: W/C 06 July 2026

Interviews will be held in person at the Civic Centre, Oystermouth Road, Swansea, SA1 3SN. Interviews are usually conducted in English.

Please note: We will not normally reimburse travel costs for interviews.

If you require any reasonable adjustments to be able to attend or undertake an interview, please contact HR@ima-citizensrights.org.uk.