

IMA

For the Citizens'
Rights Agreements

Operational Stakeholder Engagement Manager (HEO)

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 Manager	HEO	Permanent	£35,503 - £38,930

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 hubs 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



As Operational Stakeholder Manager you will:

- Support public affairs and stakeholder engagement activity across the IMA, helping to deliver the organisation's role in promoting and monitoring rights under the Withdrawal Agreements.
- Contribute to the coordination and attendance of stakeholder meetings and engagement events, including in-person activities, ensuring agreed processes are followed and relevant information is gathered for briefings and shared with appropriate teams.
- Assist in identifying opportunities to raise awareness of the IMA's work with parliamentarians and relevant committees, supporting wider public affairs engagement.
- Build and maintain effective working relationships with key stakeholders, including stakeholder contacts across government and relevant external organisations and other contacts, ensuring engagement activity is well supported and collaborative.
- Monitor and analyse matters raised through plenary meetings, committee hearings, and other relevant proceedings relating to the IMA's remit.
- Work closely with internal teams such as Secretariat and Communications to help ensure a coordinated and well-documented approach to stakeholder and public affairs activity, in line with knowledge and information management requirement.
- Accurately record and share information through agreed systems to support effective stakeholder engagement processes across the IMA.
- Represent the IMA at external meetings and events, promoting the organisation's work and role in protecting citizens' rights.

Purpose of the role

- Assist with the development and maintenance of Memoranda of Understanding (MOUs) to support effective engagement with stakeholders.
- Help implement wider stakeholder engagement activities, including engagement with citizens, representative groups, public authorities, and devolved administrations.
- Support the delivery and communication of operational activity by helping to prepare briefings and correspondence for senior leaders, and ensuring stakeholder engagement activity is effectively recorded and retained.
- Work collaboratively with colleagues across Operations, Legal, Governance & Corporate Services, and Communications to ensure engagement is well-coordinated and aligned with organisational objectives.
- Work with senior colleagues to support delivery of agreed stakeholder engagement priorities, providing timely updates, stakeholder insight and briefing material and supporting the team in delivering its operational responsibilities.

The postholder will work under the direction of the Operational Stakeholder Engagement Lead (Grade 7) and within priorities and frameworks set by the Deputy Director, Operational Stakeholder Engagement (Grade 6).



What success looks like in the role

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

- Demonstrates initiative and the ability to work independently, consistently meeting deadlines and making sound decisions within agreed guidance and delegated authority.
- Shows resilience when providing robust input, challenge and recommendations to colleagues, particularly in the context of supporting public affairs engagement, managing stakeholder relationships, and coordinating activities across internal teams.
- Demonstrates a strong understanding of the UK system of government, Parliament and devolved administrations, including the role of Ministers, senior officials, and parliamentary committees, and how these interact with public bodies
- Possesses excellent communication skills and a keen political awareness, adept at identifying and sustaining key stakeholder relationships and adapting messages to different audiences.
- Is a skilled communicator who can effectively convey the IMA's narrative, tailoring messages to inform and engage stakeholders and service users in line with agreed communications and engagement plans.
- Uses evidence and stakeholder insight to identify themes, issues and opportunities, producing clear options and recommendations for senior colleagues and escalating sensitive, novel or high-risk matters appropriately.
- Supports a positive team culture through effective collaboration, knowledge sharing and continuous improvement of stakeholder engagement processes.
- Encourages cross-team collaboration and helps to embed best practice



Main duties and responsibilities

- Support public affairs and stakeholder engagement activity across the IMA, contributing to delivery of the organisation's role in promoting and monitoring rights under the Withdrawal Agreements.
- Coordinate and attend stakeholder meetings and engagement events, including in-person activity, ensuring agreed processes are followed. This includes gathering information for briefings and completing actions to share outputs with relevant teams.
- Support public affairs engagement by helping to identify opportunities to raise awareness of the IMA's work with parliamentarians and relevant committees and assisting with engagement activity.
- Build and maintain effective working relationships with key stakeholders, including relevant parliamentary, government and external stakeholder contacts, to support delivery of agreed engagement activity and ensure appropriate coordination with senior colleagues.
- Work collaboratively with internal teams, including Secretariat and Communications, to ensure a coordinated and well-documented approach to stakeholder and public affairs activity, in line with knowledge and information management (KIM) requirements.
- Represent the IMA at external meetings and events at an operational level, promoting the organisation's work and role in protecting citizens' rights in line with agreed lines, engagement plans and delegated authority, escalating sensitive or high-risk issues as appropriate.

Main duties and responsibilities

- Support wider stakeholder engagement activity, including engagement with citizens, representative groups, public authorities and devolved administrations.
- Help implement and maintain effective stakeholder engagement processes across the IMA, ensuring information is accurately recorded and shared through agreed systems.
- Assist with the development and maintenance of Memoranda of Understanding (MOUs) to support effective engagement with stakeholders, coordinating inputs, tracking actions and maintaining version control and records.
- Provide timely updates and contributions to briefings for senior staff and the Executive Team, through the Operational Stakeholder Engagement Lead, on stakeholder engagement activity and emerging issues, including summarising key themes, risks and opportunities and proposing practical next steps within agreed guidance.
- Monitor and analyse matters raised at plenary meetings, committee hearings, and similar forums that relate to the IMA's work, highlighting relevant implications for operational delivery and escalating where issues are novel, sensitive or cross-cutting.

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

Essential skills

- Ability to build, manage and sustain effective relationships with a diverse range of internal and external stakeholders.
- Understanding of parliamentary and public-sector environments, with the ability to support engagement with parliamentarians and committees.
- Strong written and verbal communication skills, including producing clear briefings and updates for senior leaders.
- Ability to plan, coordinate and follow up stakeholder meetings and engagement activities efficiently and accurately.
- Proven ability to work effectively with internal teams to deliver a coordinated and joined-up engagement approach.
- Confidence in representing the organisation externally and explaining its role and priorities clearly and credibly within agreed lines and delegated authority
- Ability to improve engagement materials/tools and approaches within agreed plans. Strong attention to detail in recording, managing and sharing stakeholder information in line with KIM requirements.
- Ability to identify emerging issues from engagement activity and provide timely, proportionate updates to senior staff.



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:

- Working Together (Lead behaviour)
- Seeing the Bigger Picture
- Communicating and Influencing
- Delivering at Pace

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.