



Job Description:

Stakeholder Engagement Lead

Location: Candidates based in UK/Europe preferred – role is largely remote. Regular weekly co-working in London expected for UK employees (one day per week).

Reports to: Head of Membership and Communications

Direct reports: None

Hours per week: Full time, with occasional flexibility required for international calls/events

Type of contract: Permanent

Salary: Competitive, depending on experience

Deadline: Rolling

Role Summary

We are seeking an experienced person to help us deepen our ability to connect meaningfully with key stakeholders in steel value chains, manage our membership programme, activate new markets, and collaborate with civil society groups around the world. The role will work to ensure ResponsibleSteel remains the preferred pathway for responsible, low-emission steel production.

This is a new, mid-level position at ResponsibleSteel and sits within the Membership and Communications team, reporting to the Head of Membership and Communications.

The role will involve developing and delivering comprehensive engagement strategies, overseeing our membership programme and the value it offers, developing marketing approaches, and supporting high-impact in-person and online events and other initiatives that expand our influence and reach.

You'll draw on your knowledge of the steel and heavy industry landscape, your understanding of the economic, financial, and policy drivers shaping change to build trust, foster collaboration, and inspire action among diverse stakeholders.

This is a rare opportunity to influence one of the most strategic, yet carbon-intensive industries in the world, working with leading companies, governments, and civil society to drive real progress towards the responsible production of near-zero steel.

About ResponsibleSteel

ResponsibleSteel is a not-for-profit multi-stakeholder membership organisation founded to bring together industry along the steel value chain, civil society and other experts to maximise steel's contribution to a sustainable future.

Through the collaborative development of our international standard, we have built a consensus on what sustainability looks like for steel – including the impacts of mining, production, the scrap metal supply chain, greenhouse gas emissions, water use, workers' rights, human rights, and biodiversity.

Steel sites producing over 130 million tonnes of steel and employing over 230,000 workers are already certified against our Standard, with a large pipeline of sites across the world preparing for audit. We currently have over 160 members from across the steel industry.

Our values

At ResponsibleSteel we work in a way that is underpinned by our common values:

- **Respect:** Working together to deliver impact with passion and mutual trust, valuing our time and allowing ourselves the space to reflect, rest and recharge.
- **Integrity:** Saying what we do and do what we say, taking responsibility for our own actions even when no one is looking, learning and growing as we go.
- **Transparency:** Communicating clearly, honestly and openly in a timely manner in all we do
- **Collaboration:** Engaging with those affected, listening to understand, and co-creating bold strategies to deliver greater impact.

Role Responsibilities

Working with a growing team, you will be responsible for multiple important areas of work within ResponsibleSteel, including:

Membership programme

- **Manage the delivery of ResponsibleSteel's membership programme**, ensuring a smooth, professional, and engaging experience for all prospective and existing members.
- **Oversee the full membership lifecycle**, including responding to enquiries, guiding applicants through the onboarding process, conducting due diligence, coordinating approvals, and ensuring timely renewals.

- **Act as the main point of contact for members**, ensuring their needs are understood and addressed, and that they are connected with relevant teams, resources, and opportunities within the organisation.
- **Develop and maintain clear systems, processes, and documentation** to support efficient membership administration, including CRM management, reporting, and workflow development.
- **Track and analyse membership trends, retention rates, growth opportunities, and emerging member needs**, providing insights and recommendations to inform organisational strategy.
- **Champion a culture of responsiveness, clarity, and service excellence** in all interactions with members, ensuring ResponsibleSteel is viewed as a trusted and supportive partner.

Stakeholder engagement analysis

- **Work with colleagues to continually refine the value proposition for members**, ensuring offerings remain relevant, credible, and aligned with ResponsibleSteel's mission and evolving strategic priorities.
- **Develop and implement targeted stakeholder analysis and engagement plans**, including identification of new channels and approaches, to raise awareness of ResponsibleSteel's mission, standards, and certification system.
- **Work with relevant colleagues and in-country representation to activate key markets and attract new members and partners**, particularly in strategic growth regions such as China, India and the Middle East.
- **Track and analyse stakeholder feedback, market trends, and regional developments** to inform ResponsibleSteel's engagement strategy and ensure alignment with industry needs and global sustainability goals.

Stakeholder-facing activities

- **Support the development and delivery of member-facing activities**, such as reference groups, webinars, briefings, and tailored communications, that strengthen engagement and maintain high levels of satisfaction.
- **Collaborate with other teams** to ensure members are well-informed about ResponsibleSteel updates, market developments, certification processes, and other key initiatives.
- **Support the development of in-person events for stakeholders**, including the next edition of ResponsibleSteel's 'Forum' event series.
- **Proactively seek out and engage in external events (both in-person and virtual)** for networking and knowledge-sharing, while supporting colleagues to do the same.

Marketing

- **Work closely with internal teams to adapt ResponsibleSteel's messaging and materials** for culturally and regionally relevant outreach, ensuring resonance with both commercial and non-commercial audiences.

- Support the design and delivery of campaigns, events, and communications that effectively communicate ResponsibleSteel's value proposition to varied audiences, balancing technical credibility with accessible storytelling.

Partnerships

- Identify opportunities for strategic partnerships, joint initiatives, and speaking engagements that enhance ResponsibleSteel's profile as the leading multi-stakeholder standard for responsible, low-emissions steel production.

Other responsibilities:

- Contributing to relevant grant management and reporting
- Provide inputs as required to other functions of the ResponsibleSteel Secretariat, including programmes, external advocacy, public affairs, digitalisation, and other areas

Qualifications, Experience and Skills

Experience anticipated in most of the following areas:

- 5+ years of professional experience working in roles relating to stakeholder engagement, membership programmes, marketing, partnership development or similar.
- Experience engaging with corporate sustainability teams, procurement departments, and ESG reporting functions within heavy industry.
- Experience in the steel sector, mining, construction, automotive, or other heavy industry sectors is essential.
- Ability to translate technical sustainability concepts into actionable business strategies for steelmakers and buyers.
- Track record of developing and delivering impactful stakeholder engagement plans.
- Experience engaging with international audiences, particularly in China and/or India.
- Demonstrable success in planning and implementing in-person and online engagement events, such as conferences, roundtables, and webinars.

Desirable

- Knowledge of decarbonisation pathways for steel and related sectors.
- Familiarity with standards and certification systems.
- Engagement with multiple diverse stakeholder groups across commercial and non-commercial sectors.
- Evidence of an interest and commitment to sustainability, climate action, or responsible business practices.
- Experience in managing or reporting on grants from foundations, governments, or other funding bodies is an asset.

Competencies & skills

- Strong interpersonal and relationship-building skills, with the ability to engage effectively across cultures and sectors.

- Excellent written and verbal communication skills, with the ability to convey complex information clearly and persuasively to varied audiences.
- Strong organisational skills and the ability to manage multiple projects and deadlines simultaneously.
- Strategic thinking and the ability to identify and act on opportunities that advance organisational goals.
- Ability to work both independently and collaboratively within a small, mission-driven team.
- Competence in research, analysis, and the use of insights to inform engagement strategies.
- Proficiency in additional languages, particularly Mandarin, is an asset.

To Apply

- Please submit your expressions of interest to Dan.Bond@acre.com . Please note that you must have authorisation to work in your designated country of employment.

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Benefits

Benefits and compensation vary per region and are competitive with local prevailing employment practices.

Regardless of location, ResponsibleSteel Secretariat members receive generous holiday allowance, a flexible approach to working hours and location, equipment stipends to ensure they are well-equipped wherever they may be working, and paid sickness and emergency leave.

Hiring Statement

ResponsibleSteel is committed to building a diverse and inclusive team. We are committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic and rewarding and enables each of us to realise our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of race, colour, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.