

Position: Stakeholder Relations Manager
Type: Permanent
Closing date: 11 May 2026

Interested candidates should email CV to: recruitment@tianaconsulting.co.za
If you need more information about the position, please contact 011 431 1354, one of our Consultant will assist you.

Purpose of the Job:

The Stakeholder Relations Manager will serve as the primary point of contact for engaging and building strategic relationships with stakeholders involved in the development of the Organisation.

Requirements:

- Bachelor's degree in public relations, Communications, Business Administration.
- Post graduate qualification will be an added advantage.
- Minimum of 8 years' experience in the Stakeholder Management, including at least 3 years within the middle management level.
- Demonstrated experience in stakeholder relations, community engagement, or public affairs, ideally within financial services environment.
- Experience in Development Finance or Financial Services is advantageous
- Excellent written and verbal communication capabilities.
- Strong understanding of protocol matters with regards to government, parliament and other key stakeholders.
- Strong interpersonal and relationship-building skills.
- Solid understanding of stakeholder-engagement principles and best practices.
- Strong knowledge and understanding of the PFMA and National Treasury Regulations, and other related legislation
- A strategic thinker with strong knowledge of policy processes, regulatory environments, and risk-management frameworks.
- In-depth knowledge and understanding of corporate strategy implementation and monitoring
- Flexibility to adapt to changing priorities and deadlines

Key Performance Areas:

Stakeholder Strategy and Governance

- Develop and implement a stakeholder management framework aligned with regulatory and governance requirements.
- Conduct stakeholder mapping and maintain an updated stakeholder database.
- Ensure all engagement activities comply with industry regulations, ethics and reputational risk frameworks.

Relationship Management

- Build and manage strong relationships with the Board of Trustees, government bodies, industry associations, institutional clients and key partners.
- Serve as the central liaison between stakeholders and internal teams (Compliance, Legal Services, Risk, Marketing and Communications as well as Funds).
- Support executives in high level stakeholder engagements through briefing notes and messaging.
- Continuously engage the Organisation clients and prospective applicants and facilitate the implement of strategies to improve customer service.
- Spearhead interactions and forums for clients and entrepreneurs.
- Facilitate the implementation of high service levels in all regions in which the Organisation operates.

Engagement Planning and Execution

- Coordinate stakeholder meetings, consultations and strategic events.
- Provide timely responses to stakeholder enquiries and escalate when required.
- Prepare stakeholder communication materials (reports, newsletters, presentations etc.).

Monitoring, Insights and Reporting

- Track stakeholder sentiment, policy developments, market trends and emerging regulatory risks.
- Provide monthly stakeholder engagement reports and insights for leadership and governance structures.
- Analyse feedback to anticipate risks and propose mitigation strategies.

Compliance, Quality and Policy Management

- Align stakeholder relations' activities with internal policies, SLAs and quality standards.
- Update stakeholder relations policies and procedures as required.
- Partner with Compliance to ensure adherence to regulatory frameworks.

Executive and Strategic Support

- Provide strategic support to the leadership, including CEO, Executive Committee and the Board on stakeholder matters.
- Contribute to public affairs initiatives, industry advocacy and thought leadership efforts.
- Assist with integrated reporting inputs related to stakeholder engagement.

Other Key Competencies:

The candidate must demonstrate the following skills and attributes:

- Business acumen
- Strong attention to detail
- Excellent Communication and influencing skills
- Ability to work in a fast-paced environment

Cognitive competencies

- Creativity/ Innovation
- Quick and measured decision making/ Judgement oriented
- Strategic thinking with a results-oriented approach
- Solution orientated and can think outside the box

Intrapersonal and interpersonal competencies

- Flexible and adaptable
- Confident
- Dynamic and energetic
- Adaptable and resilient
- Proactive and self-motivated
- Strong collaborator and team player