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**Job Description**

**Employee Experience Manager**

**Grade:** PO2

**Spinal range:** Spinal points 38 – 41

**Reporting to:** Assistant Director: Employee Experience

**Accountable to:** Chief People Officer

**Location:** Preferably Uxbridge (postholder will required to work across other campuses when required). There will be an element of hybrid working, expected to be 1 day per week working from home.

**Hours:** 36 hours per week, 52 weeks per year

**Responsible for:** Wellbeing and Inclusion Officer

Employee Experience Administrator

# MAIN SCOPE OF POST:

To develop and enhance people strategies to improve the employee experience covering engagement, inclusion, belonging, and overall wellbeing at HRUC.

The role involves ensuring alignment with HRUC’s strategic objective to be an employer of choice and fostering a positive employee experience for all in. Designing employee experience frameworks, as well as ensuring the mental and physical health of staff is supported through comprehensive programmes. The post holder will be responsible for driving the Staff Engagement Survey action plans as well as Inclusivity, wellbeing and belonging strategies, supporting staff, and collaborating with various stakeholders to create an engaging and supportive environment.

This role will involve working closely with the Assistant Director - Employee Experience to drive key initiatives related to staff engagement, including wellbeing, inclusivity and belonging, to enable staff to volunteer their best at HRUC.

# KEY RESPONSIBILITIES:

**Employee Experience Strategy and Framework**

1. Design and develop an employee experience strategy and framework that covers the employee lifecycle in line with HRUC’s organisational objectives.
2. Contribute to talent management initiatives, focused on incorporating and enhancing wellbeing and inclusion within succession planning and performance management at HRUC.
3. Develop and implement programmes to develop and retain talent.
4. Review and enhance management practices that impact the employee experience.
5. Provide expert advice and guidance on employee engagement to senior leaders and managers.
6. Develop and enhance the staff survey, and lead on the action planning process and communication to staff.
7. Work with the People Partners and be the subject matter expert on wellbeing and inclusion to understand and address workforce development needs that creates cultural change and enhances HRUC’s organisational performance.

**Inclusion, Belonging and Wellbeing Strategy implementation.**

1. Develop and execute a comprehensive Inclusion, Belonging and Wellbeing Strategy in line with HRUC’s organisational objectives.
2. Implement and monitor inclusion and wellbeing action plans, ensuring they address identified needs.
3. Provide expert advice and guidance on inclusion and belonging matters to senior leaders and managers.
4. Manage and deliver a suite of central wellbeing activities.
5. Use data to identify staff wellbeing needs and develop strategic approaches to address them.

# Inclusion, Belonging and Wellbeing policy and programme development and implementation

1. Design and deliver key programmes related to health and wellbeing, inclusion and belonging.
2. Implement initiatives to support the strategic pillars of HRUC’s People Strategy.
3. Oversee and implement an annual calendar of events covering inclusion, belonging and wellbeing events and communications.
4. Develop and implement organisational development policies, procedures, and guidelines.
5. Work with the Learning and Organisational Development Manager to ensure that Inclusion training is included in the annual training calendar and where appropriate, third-party training providers are procured.

# Data Analysis and Reporting

1. Produce regular reports on industry updating rates, staff engagement surveys, mandatory training completion rates, and organisational development activities.
2. Utilise benchmarking to assess the impact of the employee experience and talent management strategies and identify trends for improvement.
3. Track and analyse key metrics to measure the effectiveness of organizational development programs.
4. Provide regular reports to the Chief People Officer, Assistant Director - Employee Experience and other stakeholders.
5. Use data insights to continuously improve programmes and strategies.

# Compliance and Best Practices

1. Ensure that all programs comply with relevant laws and regulations.
2. Stay updated on best practices in organisational development and incorporate them into HRUC’s strategies.
3. Promote continuous improvement by evaluating and refining existing programmes.

# Staff Management

1. Provide leadership and guidance to direct reports.
2. Conduct performance appraisals and facilitate professional development of direct reports.

# Generic Responsibilities

1. Act as a brand ambassador for HRUC, promoting the organisation internally and externally.
2. Stay updated on best practices in employee experience/ engagement, organisational development and incorporate them into HRUC’s strategies; and maintain continuous professional development (CPD).
3. Carry out all other duties as may be reasonably required and contribute to larger HRUC-wide projects to support the achievement of strategic aims.
4. Participate in Open Evenings, Parent/Student Consultation Evenings and other College events as required.

# Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **How**  **assessed\*** |
| **Qualifications** |  |  |  |
| 1. Good general level of education (including Maths and  English at Grade C or above, or equivalent) |  |  | AF/Cert |
| 2. Professional HR qualification (e.g., CIPD Level 5 or  equivalent) or willingness to achieve it within two years |  |  | AF/Cert |
| 3. Educated to A Level standard or equivalent |  |  | AF/Cert |
| **Knowledge, Skills and Experience** |  |  |  |
| 4. Minimum of 4 years’ experience in an Employee Experience or engagement role |  |  | AF/IV |
| 5. Strong organisational skills with the ability to manage multiple projects simultaneously. |  |  | AF/IV |
| 1. Demonstrated experience in creating and implementing an EDI and wellbeing strategy |  |  |  |
| 7. Demonstrated experience in leadership development and talent management |  |  | AF/IV |
| 8. Excellent research, analytical, communication, and presentation skills |  |  | AF/IV |
| 9. Proven track record in designing, delivering, and evaluating training programmes |  |  | AF/IV |
| 10. Experience of managing high volumes of work and dealing with conflicting priorities under pressure |  |  | AF/IV |
| 11. Proficiency in Microsoft Office Suite and other relevant software |  |  | AF/IV |
| 12. Experience in developing and implementing diversity, inclusion and /or wellbeing initiatives, preferably in an education setting |  |  | AF/IV |
| 13. Good literacy, numeracy skills and communication skills, and the ability to communicate effectively with people at all levels in an organisation |  |  | AF /T / IV |
| 14. Ability to manage/supervise the work of others and delegate effectively |  |  | AF/IV |
| 15. Experience with project management in EDI, and Wellbeing initiatives |  |  | AF/IV |
| **Personal Attributes** |  |  |  |
| 16. Negotiation, influencing and excellent customer service skills |  |  | AF/IV |
| 17. Ability to work unsupervised and use own initiative, and ability to work independently and as part of a team |  |  | AF/IV |
| 18. A strong commitment to Equality and Diversity and Safeguarding/Prevent and promoting the welfare of all staff |  |  | IV |
| 19. Ability to develop and maintain strong relationships with internal and external stakeholders |  |  | IV |
| 20. Ability to communicate effectively, influence others, and work under pressure |  |  | IV |
| 21. Flexibility in working arrangements to meet the demands of the role |  |  | IV |

Evidence of criteria will be established from:

AF = Application Form; IV = Interview T = Test (Skills test); Cert = Certificates checked on induction