

Job Description

Job title	Employee Engagement Manager
Directorate	Business Support
Division	HR Services
Range	MPR 5
Reports to	Chief Organisational Culture Officer

Main purpose of the job:

Be the organisational lead on corporate employee engagement.

Working with the Chief Organisational Culture Officer and the Pay and Reward leader to champion the effective management of culture change through the development and implementation of strategies to increase employee engagement throughout the organisation.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Research, develop, and implement the Employee Engagement Strategy 2023-28 driving culture change through the development of corporate engagement strategies and initiatives that align with Medway Council’s objectives and values.

Design, roll-out and analysis of the bi-annual employee engagement survey results to monitor and review workforce satisfaction, motivation and engagement levels. Produce subsequent workforce and senior leadership presentations and reports (including making recommendations for future action), produce Member-led committee reports, and follow-up action including monitoring and review.

Design and produce corporate workplace strategies and lead on projects within the employee engagement remit. This includes areas such as the implementation of new employee benefits, new health and wellbeing initiatives, and reward and recognition processes that reward employee contribution and achievement. It also includes undertaking and overseeing any procurement processes as appropriate.

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Lead on the Medway Makers engagement champions network, encouraging and motivating the engagement champions to help influence culture change and provide a key two-way communication channel between the workforce and the leadership team.

Support the implementation and design of the annual Make a Difference Awards process and gala event.

Work closely with the communications team to improve two-way communication channels and implement high-profile corporate employee related campaigns to ensure the workforce feels informed, engaged and valued.

Manage benefits contracts, ensuring value for money and evaluation of satisfaction.

At manager's discretion, other activities may be assigned that fit the job description.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Chief Organisational Culture Officer

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

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Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A should be considered essential requirements.

Qualifications

Level A

< CIPD Level 3 and/or professional qualification in the theories and concepts of employee engagement.

Level B (in addition to level A criteria)

Not applicable

Level C (in addition to levels A and B)

CIPD Level 5 and/or professional qualification in the theories and concepts of employee engagement.

Knowledge

Level A

Knowledge of employee engagement theory.

Knowledge of strategy and how to engage others in preparing one.

Knowledge of employee life cycle and the different engagement opportunities.

An understanding of channels for internal communications and best practices for transparent and effective communication.

Basic understanding of survey design.

An understanding of equality, diversity and inclusion in the workplace.

Level B (in addition to level A criteria)

In-depth knowledge of organisational culture, change management, motivation theories, employee behaviour and team dynamics.

Detailed working knowledge of Medway Councils organisational policies, practices and procedures.

Applying strategy to a large complex organisation and measuring success.

Knowledge of the employee lifecycle and the impact and drivers of engagement.

Understanding of engagement metrics and how to interpret survey results and generate insights.

Familiarity with public sector procurement frameworks.

An understanding of inclusive practices and their impact on engagement.

Level C (in addition to levels A and B)

How to adapt, develop and apply engagement theory which improves the worker experience and employer brand and mitigate risk of high turnover.

How to review the impact of the strategy and consider long term vision of 5 years+.

Strategic knowledge of change management, behavioural science in engagement, and advanced data interpretation.

Understanding of national engagement benchmarks and best practices.

Experience

Level A

Experience of applying employee engagement theory in an organisation.

Experience of working with senior managers to support engagement and communication.

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Experience of trade union consultation.

Good end to end operational experience of delivering and supporting management of associated people strategies in relation to engagement.

Experience of working in a customer-focused organisation.

Experience of working with different subject matter experts (e.g. occupational health, line managers, OD, health and safety) to address wellbeing concerns.

Level B (in addition to level A criteria)

Experience of researching and producing employment strategy and its subsequent roll-out and promotion.

Experience of design, production and roll-out of engagement surveys, ensuring content is fit-for-purpose.

Experience of producing committee reports for leadership teams and elected Members.

Experience and understanding of the internal communications function and its influence on employee engagement.

Experience of contract management and the procurement process.

Experience of monitoring take up and impact of benefits.

Experience of event management.

Experience of managing a group of engagement champions or networks.

Experience of applying employee engagement theory and practice in a large complex organisation.

Applying strategy to a large complex organisation and measuring success.

Experience of using and updating electronic communication systems such as the intranet.

Level C (in addition to levels A and B)

Experience of analysing and managing feedback from surveys and plan change to increase engagement scores and enhance the reputation of being an employer of choice.

Analysing value for money through contracts which enhance our overall pay package

Experience of producing committee reports for leadership teams.

Experience of delivering presentations to senior stakeholders.

Experience of leading organisation-wide engagement strategies.

Experience of advising senior leadership on culture change.

Experience of managing large-scale events (e.g., awards).

Experience of demonstrable impact on employee satisfaction and retention.

Experience of strategic leadership and organisational change facilitation.

High level budget management experience and ROI analysis.

Skills

Level A

Excellent communication skills to advise and support managers and staff throughout engagement activities.

Excellent organisational skills relating to day-to-day activity across a number of stakeholders, responding in a timely manner to enquiries with the ability to work alone.

Ability to manage multiple projects at one time, maintaining standards and communicating throughout whilst adhering to policy and procedures.

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Ability to demonstrate initiative and be proactive in identifying potential issues relating to engagement.

Good interpersonal skills with an ability to engage stakeholders

Ability to facilitate focus groups, forums and feedback sessions.

Ability to problem solve and utilise creative skills including bringing fresh ideas to various project groups and leading and implementing on new projects.

Analytical skills.

Financial resource management.

The ability to proficiently use key Microsoft systems including Excel (for the employee survey), Word, PowerPoint and be a publisher and administrator using SharePoint (Medspace intranet).

Level B (in addition to level A criteria)

Ability to influence, negotiate and tailor messaging to different audiences, produce written reports and deliver presentations.

Developed communication skills with the ability to provide constructive feedback.

Ability to have sensitive, complex conversations, including with TU colleagues.

Working with external stakeholders to adapt provisions to meet our people needs

The ability to present new ideas and recommendations to senior leaders.

Advanced interpersonal skills with an ability to engage and influence stakeholders at all levels, including senior leaders to help to foster a more connected, motivated, and productive workforce.

Strong project management skills, able to plan, execute and evaluate engagement initiatives.

Ability to interpret complex data and translate into positive action plans, providing 360° feedback for senior leaders.

Ability to empathise and understand employee needs and concerns.

Level C (in addition to levels A and B)

Strong mediation and influencing skills, expert in seeking feedback, managing expectation and acting accordingly.

Can give clear direction to management at all levels on Council policies relating to people matters.

Can advise on Risk levels with clear rationale.

The ability to mentor network members to ensure engagement is championed across the whole organisation.

Advanced high-level presentation and negotiation skills. to enable informed decision making

Ability to provide strong coaching and mentoring to others in employee engagement practices and other internal communication campaigns.