

Job Title	Range	Main Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Employee Engagement Manager	Range 5	<ul style="list-style-type: none"> 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. See Job Profile for full details 	Required for this level	In addition to level A	In addition to levels A and B
			Qualifications <ul style="list-style-type: none"> CIPD level 3 and/or professional qualification in the theories and concepts of employee engagement 	Qualifications <ul style="list-style-type: none"> Not applicable 	Qualifications <ul style="list-style-type: none"> CIPD level 5 or above and/or professional qualification in the theories and concepts of employee engagement
			Knowledge <ul style="list-style-type: none"> 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. 	Knowledge <ul style="list-style-type: none"> 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. 	Knowledge <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Experience of applying employee engagement theory in an organisation. Experience of working with senior managers to support engagement and communication Experience of trade union consultation. Good end to end operational experience of delivering and supporting management of 	Experience <ul style="list-style-type: none"> 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 	Experience <ul style="list-style-type: none"> 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.

			<p>associated people strategies in relation to engagement.</p> <ul style="list-style-type: none"> • 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. 	<p>function and its influence on employee engagement.</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.
			<p>Skills</p> <ul style="list-style-type: none"> • 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. • 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. 	<p>Skills</p> <ul style="list-style-type: none"> • 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. 	<p>Skills</p> <ul style="list-style-type: none"> • 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.

			<ul style="list-style-type: none">• 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).		
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