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| **Post Details** | **Last Updated: August 2020** | | |
| **Faculty/Administrative/Service Department** | Human Resources | | |
| **Job Title** | Employee Experience Manager | | |
| **Job Family** | Professional Services | **Job Level** | 5 |
| **Responsible to** | Head of Organisational Development (OD) | | |
| **Responsible for (Staff)** | n/a | | |
| **Job Purpose Statement**  The post holder will lead the work to improve the Employee experience, focusing on the development of appropriate frameworks and toolkits to support the HRBPs and champion and lead change across both tactical and strategic HR projects and initiatives. | | | |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities | | | |
| 1. DIAGNOSE – Partner key stakeholders to **diagnose strengths and opportunities** across the employee lifecycle impacting employee experience, in order to assist the Head of OD, Director of HR, as well as the Executive Board of the University to shape and adapt to cultural and engagement issues. 2. PLAN – Work with the Head of OD to develop an **employee experience strategy**, action plan and roadmap, with associated measurement, that supports the desired culture 3. DEVELOP - Develop **initiatives, processes, tools, learning and frameworks,** to enhance the Employee Experience, and enable the HRBPs to deliver the employee agenda to their respective areas. 4. RESEARCH - Identify **Employee Experience best practice (internal/external)** and constantly improve Engagement offerings to enhance the Employee Experience inline with the HR strategy. 5. RECORD - Maintain a **comprehensive record of all Engagement plans,** benchmarking effectiveness internally and externally advising the Head of OD as to relevant areas for attention. 6. CONSULT - Support the Head of OD and act as point of advice, in the implementation of **cultural and environmental change management programmes** across business area(s). 7. MEASURE/ANALYSE – Coordinate a range of engagement **assessment measures**, to include facilitating focus groups, pulse surveys and polls. Design and deliver the **annual people survey**; designing the questions, leading the analysis, determining organisation wide action plans and providing frameworks to support HRBPs in the creation of local plans as well as co-ordinating tailored feedback and presenting survey outcomes and presenting action plans to a range of stakeholders. 8. CREATE CONTENT -**Create content** in support of enabling a positive employee experience, using a range of media (blog, videoclips, publications, Twitter, Yammer, intranet pages, NetNews etc) to ensure effective roll out of initiatives and interventions.   **N.B. The above list is not exhaustive.** | | | |
| All staff are expected to:  * Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. * Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. * Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. * Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. * Undertake such other duties within the scope of the post as may be requested by your Manager. * Work supportively with colleagues, operating in a collegiate manner at all times.   **Help maintain a safe working environment by:**   * Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. * Following local codes of safe working practices and the University of Surrey Health and Safety Policy. | | | |

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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | |
| **Qualifications and Professional Memberships** | |  |
| Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable management experience in similar or related roles  Or:  Substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge. | | E |
| Relevant professional qualification (e.g. CIPD) | | D |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/ Desirable** | **Level**  **1-3** |
| Experience of running employee surveys and facilitating action planning workshops to improve employee experience. | E | 3 |
| Ability to interpret a range of complex qualitative and quantitative data from a wide range of sources e.g. survey results, action plans, strategies, HR data reports, to identify trends and to produce recommendations and feedback | E | 3 |
| Ability to communicate concepts/feedback/balanced recommendations to different stakeholders via varied media | E | 3 |
| Strong customer relationship management skills with a proven track record of influencing a wide range of senior stakeholders and suppliers. | E | 3 |
| Proficient with Microsoft Office applications | E | 3 |
| Experience of strategic planning, development and delivery of learning and development and culture programmes and initiatives at divisional or organisational level | E | 3 |
| A passion for improving opportunities for those in underrepresented groups | E | 1 |
| Experience of delivering talent management and succession planning strategies | E | 1 |
| Resourcefulness, with an ability to innovate and deliver quality interventions in a low margin and tight financial environment, providing value for money | E | 1 |
| Experience of working with and ensuring value for money from external providers of goods and services | E | 1 |
| Track record of influencing change on a large scale | D | n/a |
| **Special Requirements:** | | **Essential/ Desirable** |
| Occasional requirement to work outside of standard office hours | | E |