

Candidate Information

Position: Employee Engagement Manager
School/Department: People and Culture
Reference: 24/112228
Closing Date: Monday 14 October 2024
Salary: £49,054 - £63,943 per annum.
Anticipated Interview Date: Friday 25 October 2024

JOB PURPOSE:

To develop and oversee Employee Listening at Queen's as a primary means of enabling colleagues to have a voice in shaping the employee experience and in turn, positively impacting employee engagement. Responsibility for the design, administration and analysis of employee surveys and for creating and designing mechanisms for taking action based on feedback. Provide professional support and advice to colleagues regarding the design and roll out of effective employee engagement initiatives to enhance experience at work.

MAJOR DUTIES:

1. Develop and deliver an employee listening plan to inform the employee experience and in turn drive employee engagement in line with the P&C Strategy and Queen's Strategy 2030.
2. Effective development, planning, analysis and reporting on a range of employee surveys including pulse surveys including:
 - Development and dissemination of key messages from employee listening activity including surveys. Generate results, reports and provide tools and guidance to support leaders and managers interpret local results, share with their teams and drive action to enhance the employee experience and employee engagement.
 - Communicate positive reaction in response to the all employee listening activity, profiling innovative initiatives and those that have a demonstrable positive impact on engagement scores.
 - Co-ordinate Working Groups to address institution-wide areas for action as required.
3. Responsible for the Staff Forum, which gives employees the opportunity to influence workplace decisions that affect their experience at work.
4. Together with employees and other stakeholders across the University, develop an Employee Experience model that maps across the employee lifecycle and support the design and implementation of interventions to positive effect employee experience and drive engagement.
5. Work with senior stakeholders to build their capacity for effective engagement and communication with staff, supporting the development of communications/engagement plans as appropriate.
6. Ensure that the University's Core Values are reflected in all employee engagement activities and P&C marketing and communications activity.
7. Establish effective working relationships with internal and external stakeholders through networking and membership of relevant committees and groups.
8. Keep up to date with current thinking and best practice in employee experience and engagement, and communications through networking, membership of relevant professional bodies and attending events and conferences.
9. Undertake other P&C projects as and when required.

ESSENTIAL CRITERIA:

1. * Primary degree or equivalent qualification in a relevant area AND 3 years' experience in professional experience in employee experience and engagement and/or internal communications. OR; * Evidence of substantial relevant professional experience in employee experience and engagement and/or internal communications.

2. * Proven track record working in a large, complex organisation to include:
 - Developing and implementing employee engagement/communications strategy/plans.
 - Measuring the effectiveness of employee engagement and internal communications activities.
 - Developing and delivering employee communications using a range of media which a demonstrable impact.
 - Experience of guiding senior stakeholders through complex change issues.
 - Experience of successfully managing high impact initiatives involving multiple stakeholders.
3. Understanding of digital technologies used in internal communications and how to deploy them effectively.
4. Excellent oral and written communications skills with ability to edit and proof.
5. Excellent interpersonal skills to enable effective communication and generate trust and confidence among employees at all levels.
6. Ability to advise a wide range of stakeholders including senior leaders on employee engagement and communication plan.
7. Proven ability to research, prepare and present formal papers and reports.
8. Ability to think strategically and produce University-wide engagement and communications plans to support our strategic priorities.
9. Ability to successfully influence colleagues at all levels.
10. Ability to explain complex and information in a clear and concise way such that it is easily understood by a range of audiences.
11. Ability to adopt a credible approach which demonstrates clear understanding of business acumen.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Francis Guinane - f.guinane@qub.ac.uk