**Purpose:** To identify and deliver professional and proactive key projects and initiatives that champion and support our employees, putting them at the centre of our processes in the arenas of health and wellbeing, learning & development, leadership, engagement and talent optimisation whilst creating the best possible overall employee experience.

**The post holder will:**

* Creatively enhance the employee brand both internally and externally so the organisation is seen as an employer of choice and a great place to work
* Play a key role in creating a positive employee experience
* Lead on and actively promote a variety of projects and initiatives across the organisation
* Be responsible for employee engagement, leading on the engagement surveys, analysing the data, and reporting outcomes and  
  suggested action plans
* Develop and contribute to the ‘Benenden Bytes’ bite sized learning events
* Contribute to the organisation’s workforce plan

**Role Profile – Employee Experience Officer**

**Values**

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**Key Result Areas**

* Lead on a range of project work linked to the workforce plan
* Maintain the departmental intranet page
* Proactively champion partnerships ensuring collaboration with all relevant stakeholders
* Design and deliver training events as necessary
* Support and develop employee networks (i.e. Health & Wellbeing, BeInvolved and Bright Ideas) to improve engagement, purpose and provide a voice
* Lead on employee engagement, including surveys, employee networks, workforce metrics and engagement projects
* Through engagement and analysis, identify potential initiatives that support a positive employee experience
* Lead on a range of health and wellbeing initiatives
* Efficient management of the Apprenticeship Levy including monitoring the account, working with providers and managers to identify training requirements
* Management of the LMS system including developing content, provision of reporting and maintaining compliance levels

**Measurement**

* Contribute to the organisations workforce planning strategy
* Comply with data protection and confidentiality in all day to day activities
* Comply with the Hospital’s policy and procedures
* Comply with current employment legislation and good practice people management
* Maintain a working level of employment law, HR, and L&D knowledge
* Comply with and actively take part in the coaching conversations

**Skills and Experience**

* Intermediate CIPD (Level 5), fully qualified (desirable)
* Experience of delivering health & wellbeing initiatives
* Strong IT skills, good experience of organisational intranets and advanced user of PowerPoint and Excel with the ability to manipulate and analyse data
* Sound commercial awareness
* Strong project management skills
* Ability to prioritise, meet deadlines and multitask
* Strong verbal, written and presentation skills that ensure tact and diplomacy across all employee levels
* Strong team worker
* A pro-active, professional, and productive work ethic ensuring deadlines are met
* A positive, pragmatic, and objective outlook with an approachable nature
* Ability to work on own initiative with the awareness of boundaries

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| **Departmental Structure**  HR&OD Director  Employee Experience Officer  HR Manager  HR Administrator  Resourcing Officer  HR Advisor (Projects)  HR Assistant |

HR Advisor (Employee Relations)

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| --- | --- |
| **Role Holder’s Signature** |  |
| **Date** |  |