

# Job Specification

**Job title:** Business Partner - Staff Engagement  
**Service:** OD & Strategy Service, HR & OD  
**Grade:** G10  
**Reporting to:** Business Manager - OD & Strategy

## Your job

This exciting role is part of the Organisational Development (OD) & Strategy team. The team review, design and implement interventions and tools that help increase organisational effectiveness and deliver workforce reform. The team also provides a range of pro-active and professional services that support Wigan's workforce to be engaged, safe, healthy and confident to deliver their part in achieving the council's Deal for the Future and demonstrate the council's behaviours.

Leading a team of five, you will develop and implement strategies relating to staff engagement, internal communications and employee reward and recognition. You will lead the development of an integrated programme of high-impact interventions that ultimately help people feel informed and engaged at work. You will work closely with HR & OD colleagues, partner organisations, the Senior Management Team as well as staff and managers at all levels across the organisation.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

Within three months you will:

- ◆ Oversee the rollout of Total Reward Statements to staff across the council and evaluate their impact.
- ◆ Work with colleagues across the organisation to develop options to further develop and enhance the staff intranet.
- ◆ Lead a review of the current employee benefits platform, My Rewards and develop recommendations & suggestions for future provision.

Within six months you will:

- ◆ Take a lead role in the design and implementation of a new car lease scheme for staff.
- ◆ Work with managers across the organisation to explore further opportunities to create and sustain a culture of continuous reward and recognition, helping to further drive employee engagement levels.
- ◆ Embed the use of social media as a two way feedback mechanism with staff, evaluating the impact of this and co-designing ideas to enhance and develop this further.
- ◆ Lead the implementation of a new staff survey tool to measure employee engagement levels across the organisation and develop additional tools and opportunities to support an 'always on' engagement approach.
- ◆ Design and develop a new engagement programme for teams to support the 'always on' engagement approach, aiming to empower managers and teams to take accountability to drive

employee engagement levels further.

Within 12 months you will:

- ◆ Lead the transformation of the council's pre-employment and induction process.
- ◆ Develop a programme to update and refresh the Staff Deal ensuring that the second version is co-created with the workforce.
- ◆ Co-design and lead a series of interventions to transform key internal communication and employee engagement activity with staff and managers in key operational services.
- ◆ Refresh our pay, reward and recognition approaches ensuring that they help attract and retain talent.

On an on-going basis you will:

- ◆ Oversee the design and development of effective, creative and influential communication campaigns which help staff understand the council's vision, values and objectives, progress on organisational change and key initiatives and events.
- ◆ Manage production and ensure quality and consistency of all copy and editorial for internal communication tools and channels.
- ◆ Lead the development and implementation of joined up employee engagement, internal communications and reward and recognition strategies and measure their effectiveness.
- ◆ Ensure the regular communication of relevant, coherent joined up messages for the Wigan workforce by developing a strong understanding of key priorities and linkages through the best mix of communication channels.
- ◆ Continually look for new ways to enhance and develop our internal communications offer.
- ◆ Help to increase employee engagement levels through a targeted approach to engagement, particularly within our front line workforce.
- ◆ Oversee the staff survey process, Listening into Action programme and other initiatives which enable senior leaders to keep in touch with employee views, feelings and ideas and empower employees to drive forward change.
- ◆ Coach and support senior leaders and managers to improve and enrich opportunities for information sharing and support projects and initiatives to engage and inspire employees and to increase employee voice.
- ◆ Support employees to take responsibility for their own engagement and support managers to create conditions for their teams to give their best every day.
- ◆ Develop and sustain excellent working relationships with key stakeholders including the Senior Management Team, Public Relations and partner organisations.
- ◆ Support locality workforce transformation projects including key communications, engagement and recognition campaigns and projects across the council's workforce and wider partners.
- ◆ Proactively manage budgets, oversee the performance management of contractors, suppliers and procured services to ensure best value and standards of delivery are met.
- ◆ Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

## In this job you will need

You must be able to demonstrate the following essential requirements:

- ◆ A relevant professional, academic or management qualification, or demonstrable experience relevant to the successful delivery of the position objectives.
- ◆ Experience of leading and motivating individuals to deliver key objectives.
- ◆ Experience of developing and implementing strategic communications plans and measuring their effectiveness.
- ◆ Experience of managing staff engagement initiatives.
- ◆ Sound understanding of the key drivers and barriers of employee engagement.
- ◆ Ability to use professional influence to gain commitment and support for proposals and build positive working relationships.
- ◆ Strong project management, facilitation, presentation and consultancy skills.
- ◆ Ability to see the bigger picture and identify strategic links.
- ◆ Excellent writing skills with the ability to turn complex information into simple messages which are tailored to the audience and easy to understand.
- ◆ Excellent decision making skills and ability to resolve complex problems.

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you:



### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed

*Donna Hall*  
Donna Hall CBE, Chief Executive

### Your part

- Listen, be open, honest and friendly
- Be efficient , flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed