

JOB DESCRIPTION



Job Title	Employee Engagement Manager	Duration	Permanent
Division	Resources	Hours/FTE	36
Dept	People Team		
Reports to	Director of People and Change	Direct Reports	none

Context

The People Team at the V&A, use **expertise** to enable realisation of V&A strategy through **people**. We promote and develop an **inspiring, inclusive** and **collaborative** culture, through **attracting, nurturing** and **retaining** diverse talent. We look to promote **innovative** thinking and working and support engagement & collaboration via highly effective internal communication.

Main Purpose of job

To develop and implement an employee engagement and internal communications strategy that encourages high staff performance and contributes directly to the achievements of the V&A's strategic aims. Supports a range of internal communications activities to better inform, engage, motivate V&A staff and realise an ambition to be the employer of choice in the sector.

Key Responsibilities

To manage the successful delivery of a range of employee engagement activities, including internal communications, staff engagement survey, staff meetings, and staff forums.

Manage the output and activity resulting from any employee engagement initiatives, coordinating activity and measuring results.

Act as the focal point for internal communications, working with the Press, Marketing, HR, Learning and Development teams as well as the Senior Management Team, managers and departments to ensure internal communications are coordinated and consistent and in line with the V&A Brand.

Measure the effectiveness of internal communications methods and channels, using evaluation to shape future plans.

Work with colleagues in IT to ensure the intranet supports the plans for employee engagement. Manage the intranet to ensure consistency across departments to maintain a uniformity of information to support the employer brand and culture of the V&A.

Work closely with Press and Comms teams to ensure a coordinated approach to keeping staff informed of developments through appropriate channels when a high-profile event or story is breaking that puts the V&A front and centre of the news agenda.

To input to the corporate induction programme, coordinating with the HR teams to ensure a smooth and effective holistic employee journey, from first interaction with the V&A through to induction.

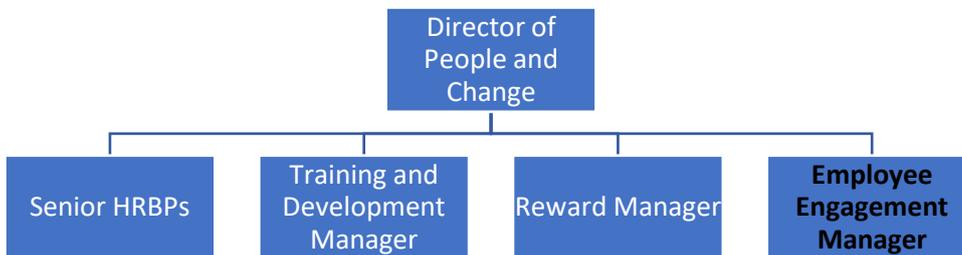
Work across the organisation, with all areas and departments, including input to apprenticeship and trainee programmes, advising on employee engagement with different employee groups.
Use a range of employee feedback to regularly update and inform activities, providing advice and guidance on latest employee engagement thinking and external environment specific to museum and cultural sector
Compile routine progress reports and reports on key metrics and data, using output to shape activities.

PERSON SPECIFICATION

Job Specific	HR or Communications professional, within a complex, multi discipline organisation, including experience of advising senior managers on internal communications challenges.
	Experience of successfully managing complex projects, involving multiple stakeholders, from start to finish.
	Experience of successfully influencing staff at all levels within an organisation including experience of writing for a variety of audiences.
	A track record of delivering high impact communication and engagement initiatives and measuring their effectiveness.
	Experience of undertaking research and data analysis – ability to interpret and identify trends/gaps in surveys.
	Able to work on own initiative
	Strong diplomacy
	Ability to motivate, influence and persuade at all levels of the organisation
	Ability to present and communicate effectively at all employee levels (including upwards)
	Ability to multi-task and to work under pressure to tight deadlines, budgets and targets with accuracy
	Ability to successfully manage and implement key projects from start to finish
	Confident decision maker who is able to work independently
	Proven ability to prioritise, meet deadlines and make best use of limited resources
	Able to network effectively and build constructive working relationships across the organisation
	Ability to translate business strategy and organisation direction into staff communications
	Excellent facilitation skills
	Ability to take a creative approach and work on own initiative
	Delivery focused resilient
Ability to operate in a fast paced and demanding environment	
Ability to challenge appropriately	

Core Skills	Excellent standard of written English and highly numerate with the ability to carry out complex numerical analysis
	Significant interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties
	The ability to use MS Office and other relevant IT systems as appropriate for the role.
	Proven ability to manage a high workload and multiple priorities whilst meeting deadlines
Behaviours	<p>Respects others' expertise, time, perspectives and contribution.</p> <p>Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes</p> <p>Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development</p> <p>Works with others outside their own department in a collaborative, understanding, and, engaging way.</p> <p>Choose Item</p>
Desirable	

Position in the team



Hours: normal net working hours (i.e., excluding meal breaks) are 36 per week.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role