

Employee Experience Manager Job Description

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| Job Title | Employee Experience Manager | <p>Role Description The role of the Employee Experience Manager will be to establish a structured approach for employee listening and build a culture of feedback loops across CUK. This will involve planning, developing and implementing engagement programs and strategies across the business.</p> <p>They will also ensure employees are kept informed and motivated of developments, operational happenings and engagement initiatives and making sure that are in alignment with the CUK values.</p> |
| No. in role | 1 | |
| Reports to | EE&IC Director | |
| Direct reports | Insights Analyst | <p>Key Interfaces (C&I) (direct stakeholders) Content and Channel Manager Culture Lead Communication Partners Senior Manager, HR Frontline HRBPs Planning & Change</p> |
| Indirect reports | Content Designer | Salary/ Grade |
| Accountabilities | | Responsibilities |
| <ol style="list-style-type: none"> 1. Build an inspiring and rewarding employee experience – working with the leaders in the People Function 2. Promote Excellent Employee Experience – through maintaining key relationships across the business 3. Provide insights to Leadership Team – into current data and trends in employee experience to drive business outcomes 4. Own the approach – to employee listening through several different platforms 5. Own the plan – content and execution of all employee events, communications, and creative concepts | | <p>Sustaining Engagement</p> <ol style="list-style-type: none"> 1. Create a culture that recognises the importance of the employee voice through structured voice forums and employee advocacy groups. 2. Highlight and loop in key feedback from forums to leadership teams to continually enhance employee experience. 3. Carryout employee events in alignment with culture and provide opportunities for listening (this will involve development, coordination, budgeting, volunteer assignments and implementation) 4. Enhance employee engagement by improving and maintaining a positive and inclusive culture of collaboration and continued professional development 5. Ensure fit for purpose solutions for employee engagement are developed and maintained both for Shore and Fleet. <p>Maintain Key Relationships</p> <ol style="list-style-type: none"> 1. Provide an employee voice forum by maintaining strong relationships |

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| | <p>Shore side and through the Fleet via the HRMs.</p> <ol style="list-style-type: none"> Collaborate and partner with the ELT to understand their goals and initiatives and incorporate them into different culture initiatives <p>Data Insight</p> <ol style="list-style-type: none"> Manage and oversee the role of the Insights Analyst to ensure delivery of business needs/requirements. Seek feedback to drive continuous improvement on employee engagement within the organisation. Identify opportunities to improve and streamline EE processes and activities. Feed insights provided by Insights Analyst back to key stakeholders to make business decisions <p>EVP</p> <ol style="list-style-type: none"> Work in partnership with the Culture Lead and Wellbeing Lead to ensure alignment of EVP strategy with all employee engagement related activities Promote EVP opportunities within the organisation with consistent communication and organising of events Measure engagement strategy and approach by analysing engagement surveys and use feedback to drive change |
| KPIs: | Scope and skills/competencies required: |
| | <p>Business development/marketing related degree. Marketing qualifications (CIPR Diploma, CAM Diploma in Marketing Communications or IoIC Advanced Diploma in Internal Communications)</p> <p>Role Specific Behaviours</p> <p>Alignment Strong business acumen Commercial awareness</p> <p>Performance Drives Results Provides Insights</p> <p>Relationships Employee Champion</p> <p>Innovation Innovative</p> |