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| Position title | Employee Experience Manager |
| Date | Click here to enter text. |
| Line Manager title | Head of Talent, Learning & Development (dotted line to Chief Business Services Officer) |
| Grade | 8 |

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| Purpose |
| The Employee Experience Manager will establish a structured, holistic approach to enhance employee experience across the employee lifecycle at SUEZ R&R UK and beyond through engagement with the relevant ‘Heads of’ HR functional areas. This involves collaborating closely with and supporting the Chief Business Services Officer (CBO) and other relevant stakeholders to create and deliver key initiatives and projects aligned to SUEZ UK and Group priorities. The initiatives developed and driven by the Employee Experience Manager will foster an engaged workforce and create a compelling and differentiated employee value proposition. The role therefore has the following core elements:1. Ownership of our employment engagement survey (Pulse) with an aim to enhance employee listening and building a culture of feedback loops across the business; and, achieve a response rate and engagement score above the SUEZ Group average.
2. Work with the Chief Business Services Officer to manage communication and engagement across their portfolio (HR, H&S, IT, Project Management, Business Transformation and Facilities) and encourage collaboration across these functions and beyond.
3. Work with the Chief Business Services Officer to raise the profile of SUEZ UK as a great place to work, driving their internal and external presence through a variety of media and in-person visits and conferences, including supporting their work with external organisations across the sector, e.g., CIWM Inclusion Forum.
4. Work with the Chief Business Services Officer and SUEZ UK HR Leaders to develop and implement a People Strategy, and, HR Strategy and Roadmap aligned to UK and SUEZ Group priorities.
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| Key responsibilities |
| **Pulse survey** *(Pulse is our global employee engagement survey and is managed by Opensquare, an independent organisation specialising in employee surveys)** Planning, developing and implementing the Pulse employee engagement survey, achieving a response rate and engagement score above the Group average
* Developing a process for people leaders to create employee engagement action plans based on their survey results, enabling them to capture details and monitor progress
* Ensuring that all data required for the effective management of the surveys is accurate and provided in a timely manner to Group and relevant SUEZ R&R UK stakeholders
* Engaging with Group in the delivery of the Pulse Survey (as appropriate to level of responsibility) to ensure best practice and to develop the UK survey delivery to the required level as agreed by key stakeholders
* Collaborating with key stakeholders to ensure the smooth facilitation of the Pulse survey, including thedevelopment of communications, tools and documentation required for delivery and follow up
* Analysing of Pulse Reports (as provided by OpenSquare) to identify key themes and trend insights to OpCom and Senior Leaders
* Providing accurate and timely metrics relating to Pulse and Employee Engagement action plans to deliver effective Obeya reporting

**Employee engagement and employee voice*** Working with the HR Operations team to support in identifying, designing, and implementing engagement initiatives across the UK, in line with the survey results and organisational strategy
* Developing feedback loops through listening sessions and creating further opportunities for the employee voice
* Monitor relevant KPIs (including related Obeya KPIs) and other reporting commitments to ensure a consistent and clear approach
* Supporting the integration of new contracts by ensuring a positive employee experience is delivered and embedded throughout the transition period
* Manage the delivery of allocated HR projects and initiatives (with or without project management team support as appropriate)

**Cross department co-ordination and synergy** * Working with the CBO to manage communication and engagement across their portfolio and encourage collaboration across these functions and beyond
* Proactively managing the scheduling and content of #together sessions for each function and Business Services Leadership Team (BSLT) Meetings in liaison with the appropriate stakeholders to ensure they are adding value
* Logging and co-ordinating BSLT actions, providing updates on a regular basis to support in timely delivery
* Attending appropriate meetings on behalf of the CBO, as and when required, acting under their instruction on their behalf and providing written updates on key actions and risks

**Maintaining and enhancing SUEZ UK’s reputation as a top large company to work for (internally and externally)*** Collaborating with the CBO and HR ‘Heads of’ to enhance SUEZ UK’s reputation as a desirable employer, boosting their internal and external visibility through various media channels and events
* Drafting of relevant internal and external communications tailored to the specific needs of stakeholders
* Collaborating closely with the Communications and Marketing teams to spotlight thought leadership and outstanding contributions by highlighting profiles of the CBO and other relevant stakeholders
* Benchmarking SUEZ UK against relevant businesses within our sector and beyond to support in establishing best practice and ensuring our employee experience provides a differentiated employee value proposition
* Business Services lead on the identification, drafting and submission of internal and external awards.
* Design and delivery of internal conferences, as required.

**People and HR Strategies*** Working with the CBO and SUEZ UK HR Leaders to develop a People Strategy and HR strategy aligned to UK and SUEZ Group priorities
* Collaborating with the HR team to monitor the HR strategy and associated actions to drive forward initiatives and actions
* Maintaining a dynamic HR strategy document that is current and available to all key stakeholders
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| Skills |
| * Strong data analysis skills and ability to interpret data findings to recommend clear insights
* Excellent writing skills - able to produce high-quality written copy for a range of audiences and different purposes
* Excellent presentation skills - able to create and deliver high-quality and impactful presentations
* Strong negotiation and influencing skills
* Highly organised with excellent time management
* Focus on continuous improvement and innovation
* Problem solving skills and the ability to operate effectively under pressure and meet tight deadlines
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| Behaviours |
| Clearly demonstrates the global Leadership Model behaviours of ‘Shape the future’, ‘Make it happen’, ‘Collaborate to elevate’ and ‘Unleash the potential of our people’ through;* Effective communication: being clear, open and transparent with all stakeholders
* Strategic thinking: ability to analyse and understand complex issues, anticipate trends and collaboratively develop long-term strategies that align with business priorities and goals
* Active listening: demonstrating empathy and fostering a culture of continuous improvement and learning
* Collaborative approach: building and maintaining positive relationships with stakeholders to support all areas in the employee lifecycle
* Data-driven decision making: utilising key metrics and tools to identify trends and priorities
* Innovative thinking: demonstrating a proactive approach to planning and developing relevant initiatives and objectives that drive our continuous improvement culture
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| Knowledge |
| * Understand the drivers of a positive workplace experience and an in-depth understanding of what motivates people in the workplace
* To be able to identify how we can create a culture of psychological safety and wellbeing where employees are willing and able to be open with their line managers
* Proficiency in using relevant systems to gather insights, identify areas for improvement and measure the impact of employee experience initiatives
* Ability to develop and execute strategic plans and initiatives that support the organisations goals
* Knowledge of inclusion and diversity practices, with a focus on promoting a culture of equity within the organisation
* Understanding of change management principles
* Awareness of different communication techniques to engage with diverse stakeholders across various levels of the organisation
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| Specific candidate requirements  |
| **Mandatory** * Minimum CIPD Level 5 qualified (although equivalent experience will also be considered)
* Minimum of 4 years of experience in HR, or a related field
* Superb writing and analytical skills

**Desirable** * Level 7 or equivalent HR qualification (or similar degree in a related field)
* Chartered member of the CIPD
* Working knowledge of project management and LEAN principles
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**Please note:** The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.