

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Employee Experience Facilitator |
| **Reports to** | Head of Employee Experience |
| **Band** | Band 5 |
| **Department/Directorate** | HR - Employee Experience |

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| **JOB PURPOSE** |
| To collaborate with the Head of Employee Experience (EE) to inform, measure and shape our employees’ experience across the Trust, using this insight to support delivery of improved employee engagement and experience throughout the Trust, in line with the delivery of the People Strategy and Plan.  To work collaboratively at a corporate level (i.e. with Workforce Business Partners), and across all departments supporting managers to engage with employees, the Employee Experience Facilitator to use intelligence from a variety of sources including the NHS national staff survey to track employee engagement throughout the year, utilising data and qualitative feedback to report and drive employee experience progress corporately and divisionally.  Providing engagement expertise and support on specific programmes, projects and events to deliver improved employee experience across the organisation, while supporting transformation and culture change. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * By understanding the employee lifecycle in the Trust, support managers and teams to understand where process, policy and service might be improved to be more effective, positive or efficient for colleagues before during and after their employment. * To work with those responsible for managing charitable funds identified for employee support, and to ensure funds are used in the most effective and inclusive way to have the biggest impact. * Ensure effective stakeholder management, including maintaining relationships with key stakeholders and attendance at stakeholder/partner meetings * Coordinate the Trust’s annual NHS Staff Survey and quarterly Pulse Survey, disseminating results, analysing large highly complex data, producing complex reports and preparing presentations with the subsequent development, implementation and monitoring of appropriate action plans, for different audiences, including Board level, divisional level and for all staff. * Annually agree with the Head of Employee Experience and the Trust’s Executive Team the development, implementation and monitoring of trust wide priorities and a robust staff survey action plan. * Delivering and implementing a programme of EE activities throughout the year to ensure that staff (survey) feedback is at the heart of the Trust’s agenda. * In conjunction with the Workforce Business Partners, support divisions in delivery of their staff survey action plans. * For continuous improvements to employee experience at the Trust, support Head of Employee Experience & the Associate Director to devise an assurance pathway for divisional Staff Survey action plans, e.g. the PAF (performance assurance framework) route for the divisions. * Measure employee experience through quantitative measures e.g. employee surveys, dashboards and other appropriate people metrics, and qualitative activity such as focus groups, staff forums, narrative feedback and seeking stories. * Review and undertake actions from the People Plan, either directed nationally or at a system level   e.g. cultural dashboard, people pulse and Employee Value Proposition (EVP). |

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| * Responsible for key employee experience projects, conducting research, best practice, generating ideas, obtaining data, engaging with key stakeholders, to then develop a proposal and undertake the project to implementation. * Manage areas of the staff appreciation and recognition scheme. * To deliver the trust staff awards scheme; responsible for developing and producing guidelines, documents and processes, reviewing and collating nominations, writing communications - external and internal, collaborating with Divisional Directors and Heads of Departments to raise the profile of this campaign. * Be responsible for co-ordinating annual events, such as staff award celebration ceremony * Implementation and management of various HR surveys, to include Learning from Leavers, Stay Conversations and Onboarding, identifying trends / areas for for improvement and appropriate actions to address. * Manage the staff benefit schemes to ensure that these meet the needs of staff, and are suitably advertised and promoted throughout the trust, monitoring uptake and adjusting communications as appropriate. Researches from a number of sources staff benefits, liaising with other NHS and private organisations, researching and reviewing other potential schemes, liaising with key stakeholders such as procurement and information governance. * Manage customer relationships with external suppliers, e.g. survey contractors, salary sacrifice and reward schemes, liaising with them with regards to queries and new product releases. * Maintain the Employee Experience pages on the Trust intranet to ensure information is relevant and up to date. * Work closely with other Engagement/Experience experts in partner organisations to spread good practice. * Manage key projects as identified by the Head of Employee Experience and lead associated engagement activities such as workshops for team leaders to support them in learning, sharing and trialling engagement techniques at local level. | | | |
| **KEY WORKING RELATIONSHIPS** | | | |
| Areas of Responsibility: Employee Experience and Engagement  The post holder is required to communicate effectively with managers and colleagues, this will include verbal, written and electronic media.  Of particular importance are working relationships with: | | | |
|  | **Internal to the Trust** | **External to the Trust** |  |
|  | * Communications Engagement & Marketing (CEM) Team * Directors & Department managers * People Directorate: * (specifically, * Director of People; * Executive Support Manager; Occ Health/ Health & Wellness Team; * Workforce Business Partners; * Workforce Intelligence Team; Employee Resolution & Support; People Development) * Staffside * Inclusion Team * Freedom to Speak Up Guardians * Staff Rest Space Group * Fundraising Team * Staff Lottery Officers * Estates Team | * Health & Social Care Partners * NHS Employers * NHS England & Improvement * (specifically, the Staff Experience Network, South West Region) * Professionals and experts from other NHS organisations * Partners * NHS Survey Coordination Centre * External suppliers (i.e. Survey Contractors, * Financial Wellbeing and Salary Sacrifice Providers,) * Kings Fund and The Health Foundation (for new research) |  |

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|  | * Facilities Team * IM&T Team * Sustainability Team * Systems Lead * Transformation Team * Finance Team * Staff networks |  |  |
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| **ORGANISATIONAL CHART** | | | |
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| **FREEDOM TO ACT** | | | |
| * The post holder will be the lead and thus will have significant discretion to work. * The postholder will be guided by broad occupational policies and regulations and will decide on how expected results are best achieved. * To work to own initiative, managing own workload and raising any risks/items for escalation, as required. * To implement initiatives and projects that deliver improved employee experience across the Trust. * Provide expert employee experience information and/or best practice advice to teams to encourage improved experience and so enable a culture of continuous improvement and learning for the benefits of our people, teams, managers and leaders. * Lead on the salary sacrifice schemes and financial benefits schemes in place within the Trust with external providers. * Accountable for making links between estates and capital project teams, the charity and other key stakeholders to ensure the smooth delivery of projects, which support employee experience. | | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | | |
| * Collaborate with the Trusts’ communications, engagement and marketing team and ensure that plans are co-designed to ensure the effective delivery and that best possible employee experience is at the heart of design and subsequent messaging. * Build relationships across functions and locations to ensure employees are engaged and informed no matter where they are based, cultivating inclusive and varied communication methods. * Provide formal reports to the organisations’ governance structures and committees. * Champion, support and continually reinforce the importance and benefits of best practice employee experience across a broad range of internal and external stakeholders. | | | |

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|  | | | Associate Director of Wellbeing, Inclusion and Employee Experience | |  | | |
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|  | | | Head of Employee Experience | |  | | |
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| Employee Experience Facilitator | |  | Staff Health and Wellbeing Lead | |  | Employee Experience Co-ordinator | |

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| * To communicate effectively with staff of all levels throughout the Trust, to include verbal, written and electronic media. * Use high level facilitation skills to present complex, sensitive or contentious information to large groups, on topics including employee engagement. * Designs documents in visual and written form, containing complex information ensuring these are easily understood to support projects, campaigns and reports. * Design, develop and produce a wide range of often complex written communications for publication across the organisation in support of staff experience. * Highly developed facilitation skills to run group discussions such as focus groups and task and finish groups and manage the process of discussion and engagement. * Takes the lead to identify and implement opportunities; e.g. a staff voice platform, with the objective of increasing staff experience and engagement. * Collaborates and benchmarks with other organisations to ensure that Trust colleagues benefit from best practice examples for employee experience and engagement. Seeking funding where appropriate. * Provides and receives highly complex information and presents this data in an accessible way. * Delivers information clearly and accurately to stakeholder groups through reports and presentations * To provide day to day advice and support to managers and colleagues in relation to employee experience queries * Collating and replying to information orally, in writing or electronically to colleagues and other external contacts regularly. * Provide and receive routine information, that staff and managers may find sensitive, requiring tact and diplomacy around employees’ experience, perception and wellbeing. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Interprets complex qualitative and quantitative employee experience data, both internal and external, from a wide range of sources to inform and deliver the required employee experience interventions. * Creates feedback sources to ensure the necessary checks are in place to measure the ongoing effectiveness of initiatives. * Writes reports and papers to advise on progress of projects and initiatives, identifying risks, issues, mitigation options and promoting and celebrating success. * Evaluation of events, presenting recommendations for improvements for future events to Head of Employee Experience. * Researching and sourcing external providers, including quotes, costings and presenting options. * Analyse, interpret, and present complex sensitive and confidential data to highlight issues, risks and opportunities to support decision making. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Organises their own workload, ensuring all deadlines are met and work is prioritised accordingly, whilst managing changing priorities and multi-tasking. * Project plans and designs employee experience events and administers activities organised by the Employee Experience Team including roadshows and celebration events, e.g. staff award events, Open Days, Employee Appreciation Week events, Winter Wellness and Festive campaigns etc. * Manages projects across the Trust with key stakeholders, including chairing meetings, developing project plans, escalating risks, making decisions to support delivery of the projects. |
| **PATIENT/CLIENT CARE** |

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| * This role has no direct responsibility for patient/client care but is required to triangulate patient and other people data to look for trends and ways to improve employee experience and ultimately patient care. * Incidental contact * To liaise with the public around Trust awards nominations |
| **POLICY/SERVICE DEVELOPMENT** |
| * Propose changes to relevant employee experience initiatives. This may involve being part of and leading team task and finish groups. * Follows agreed/established policies, procedures and processes * Identify relevant Trust policies and protocols, and develop new protocols as required to ensure that the project is well managed and that governance requirements are met. Share learning across other projects as appropriate * Continued review of events held using stakeholder feedback to improve and develop current practices e.g. – Pulse, Staff Survey, all employee experience events |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. * Support the Employee Experience Team budget by sensible allocation of funds for staff survey and other key pieces of work. * Maintain oversight of project costs, ensuring value for money delivery and adherence to financial standards. Escalate concerns as appropriate * Lead tendering processes, as appropriate, alongside the Head of Employee Experience. * Monitor and oversee agreed contracts, holding suppliers to account whilst maintaining good working relationships. Be responsible for the commissioning and approving of goods and services in relation to the delivery of the portfolio. |
| **HUMAN RESOURCES** |
| * Work in partnership with People Development around improvements to the Trust appraisal/PDR scheme, ensuring staff feedback is incorporated. * Support and promote the delivery of Schwartz rounds for colleagues, liaising with the Schwartz Round steering committee. * Develop and present training and information sessions to staff, managers and leaders. * Occasionally provide training to new members of staff and new managers on employee experience. * Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year. * Regularly review the employee experience content of the Trusts’ Corporate Induction and review evaluation of induction monthly. |
| **INFORMATION RESOURCES** |
| * Accurate recording and collection of data as required, extracting information and reports from electronic systems and spreadsheets * Produce the Employee Experience dashboard/infographics * Responsible for ensuring that our intranet pages are refreshed and kept up to date. * To communicate information via a variety of formats including PowerPoint presentations * Maintaining effective systems for recording event and training attendance * To undertake and devise surveys as necessary and able to summarise and evaluate user feedback, interpreting and producing highlight reports from survey findings |

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| * To prepare supporting documentation and reports for meetings. * To present information and effectively engage audiences at internal workshops, training sessions, induction and staff forums * Be the point of contact for all staff experience surveys, co-ordinating and leading the roll out of these in conjunction with the communications team. * Responsible for and managing the annual and quarterly employee survey processes (planning, oversee campaign/communication, data collection, analysis, as well as action planning and monitoring the implementation – with an effective escalation path). * Responsible for working closely with the Workforce Business Partners, advising on post survey activities/action plans to make sure these are relevant and completed, plus advising on assurance process (e.g. PAF process). * Manage the local staff survey system to complement the annual staff survey and track staff engagement throughout the year. * Lead the call to action with staff survey results (national and local) by developing corporate toolkits for action planning and staff engagement tools and technique. * Oversee queries process for on the national staff survey, including providing information for external bodies such as the Care Quality Commission and auditors, through co-ordinating the response to deadlines. * Collate and analyses Pulse Survey/Staff Survey/events feedback and makes recommendations for staff learning and improving employee experience. |
| **RESEARCH AND DEVELOPMENT** |
| * Regularly undertake research and development activity as a requirement of the job, to inform and develop engagement plans and strategies. * Responsible for the setting up Employee Experience surveys, adhoc surveys and interpreting the resulting data. * Undertake and interpret complex staff survey data, determining the best of course of action through analysis and research into best practice within the NHS and other sectors. * Review highly complex data and information including workforce and patient data, financial budgets and operational capacity/demand information to support the development of initiatives, business cases and plans. |
| **PHYSICAL SKILLS** |
| * Desk based role, with requirement to meet stakeholders across the Trusts * Good and accurate typing speed to support report writing * Possess advanced keyboard skills * Highly proficient in the use of Microsoft Office (PowerPoint, Word, Excel, Outlook and Teams) |
| **PHYSICAL EFFORT** |
| * Accurate and skilled use of keyboard and mouse with high attention to detail. * Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes. * Combination of sitting/standing * Assist with the provision/setting up of audio-visual equipment and other equipment and resources as required * Occasional requirement to lift and manually handle items for staff awards ceremonies and events |
| **MENTAL EFFORT** |
| * There is a frequent requirement for sustained prolonged concentration including the evaluation,   analysis and interpretation of complex data and other duties as defined above. |

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| * Work pattern is predictable but with requirement to multi-task with frequent interruptions and to re- prioritise workload to meet reporting deadlines and departmental priorities. * Working with sensitive employee feedback |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to stressful situations due to the issues caused by lack of employee engagement. * Working to strict deadlines and be able to manage multiple channels of work simultaneously. * Occasional distressing or emotional circumstances, through listening to staff stories and reading staff feedback, where staff share their experiences, which on occasion may be upsetting and staff may be angry or upset sharing this. |
| **WORKING CONDITIONS** |
| * The postholder will work from home with occasional working on Trust sites * There is a requirement to use Visual Display Unit equipment more or less continuously on most days. * Occasional requirement to travel to other sites as required. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. |

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PERSON SPECIFICATION

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| **Job Title** | Employee Experience Facilitator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING**   * Educated to degree level or equivalent level of experience * Proficient working experience of Microsoft Office applications, including MS Word, MS Excel, MS Outlook, MS Powerpoint * Engagement qualification or previous experience working in engagement * Experience of working in large complex organisation * Project Management Qualification or relevant knowledge and experience | E E  E | D D |
| **KNOWLEDGE / SKILLS / EXPERIENCE**   * Understanding of confidentiality and data protection. * Ability to work on own initiative. * Ability to persuade and influence, deal sensitively with difficult situations and challenge when necessary, including senior stakeholders. * Ability to translate highly complex information into key findings and present clearly and accurately. * Advanced communication skills both written and verbal * Extensive knowledge of Microsoft suite of products, particularly Excel, Word, PowerPoint and Outlook * Experience of managing and delivering events, focus groups or training * Project management skills and ability to see projects through to completion * Ability to influence and persuade, adapting personal style to meet different situations * Confident in presenting and facilitating to groups at all levels and disciplines * Experience of evaluating a programme of activity * Experience of working in the NHS | E E  E  E  E E  E E E  E E | D |

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| * Demonstrates an understanding of national developments in Employee Engagement within the NHS * Excellent communications skills, e.g. written/verbal and interpersonal skills with ability to establish rapport with people at all levels to enable effective communication | E | D |
| **EXPERIENCE**   * Project Management skills. * Experience of working to tight and often challenging timescales and responding to sudden unexpected demands. * Excellent facilitation skills * Self-starter with good time management skills. * Ability to work with minimal supervision * PC Literate including use of management systems and web based platforms * Monitor and oversee contracts, holding suppliers to account * Experience of event management * Ability to generate creative ideas for improvements to service and methods of working * Understand the barriers to effective staff engagement * Demonstrates an understanding of national developments in OD/Employee Engagement with the NHS and how these relate to operational issues * Excellent team player, able to work in a team and across team boundaries to effectively deliver projects, campaigns etc | E |  |
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| **PERSONAL ATTRIBUTES**   * Excellent written and oral communication; including the ability to tailor and target messages to a range of different audiences * Effective facilitation skills to enable presentation of complex issues to a range of audiences on topics including staff engagement and experience * Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions * Ability to develop collaborative, positive and inclusive relationships with a range of stakeholders * Effective organiser, influencer and networker * Highly developed planning, organisational and analytical skills, including data presentation | E |  |
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| * Ability to analyse complex facts and situations and develop a range of options * Adaptability, flexibility and ability to cope with change – resilience. * Approachability, engaging and ability to listen and understand. * Strong commitment to concept of employee engagement and experience, while giving voice to managers, stakeholders and all colleagues. * Receptive and open to feedback. * Ability to work as a member of a team. * Able to prioritise and organise work to effectively manage own time. * Ability to work to tight deadlines under pressure. * High levels of concentration with attention to detail for report writing and analysis | E  E E E  E E  E  E E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | Y |  | O |  |  |
| Driving | Y |  | O |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y | R |  |  |  |
| Mental Effort | Y |  |  | M |  |
| Emotional Effort | Y | R |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | R |  |  |  |