**Job Profile: HR & OD Policy and Employee Engagement Lead**

**This supplementary information for *HR & OD Policy & Engagement Lead* is for guidance and must be used in conjunction with the Job Capsule for Corporate Services, Human Resources Level 5, Zone 1, Camden Way Category 4.**

**Role purpose:**

At Camden Council we want to make Camden a better borough – a place where everyone has a chance to succeed and where nobody gets left behind. Together, we will create a place that works for everyone, and where everybody has a voice. To achieve this we need to think differently about everything that we do, design services focussing on citizens and continuously learn and improve.

The Organisational Development (OD) team that sits within HR plays a critical role in supporting the organisation to deliver on these ambitions and we are looking for an OD policy and engagement officer to support us on this journey. This role will provide policy and engagement advice and support across the OD team and broader HR service focusing on strategic priorities for the organisation. HR is also a service that sits within Corporate Services and includes other services where there are key relationships for this role – for example, strategy and change, communications and finance.

As such, you will need to be able to bring fresh ideas to the service and be ready and able to challenge the status quo – this is how we work in Camden. We place high importance on being able to take a strategic perspective, as well as having an ability to deliver and keep an eye on detail. Striking this balance and working effectively as part of a team is critical.

**Example outcomes or objectives that this role will deliver:**

* Oversee the delivery of the bi-annual employee survey for 2018, and in subsequent survey years. Including developing plans for sharing results internally and helping the organisation respond to the findings as appropriate.
* Identify and analyse trends / emerging policy agendas across OD and HR.
* Work collaboratively with colleagues across OD and HR to review and improve our existing policies / practice where needed.
* Challenge and provide innovative solutions to how we engage the workforce in key strategic priorities for the organisation.
* Provide the internal communications leadership for HR and OD taking responsibility for developing the employee value proposition from recruitment through to on-boarding and on-going staff engagement.
* Build strong relationships with the Internal Communications Lead and senior managers across the Council’s Strategy and Change function to ensure our work to engage and communicate with the workforce is joined-up and as effective as possible. This role will also play a role in supporting communications from our Chief Executive therefore building a strong relationship with the Chief Executive’s office staff, particularly the Head of the Chief Executive’s office will be critical.
* Draft clear and succinct policy and communications documents for OD and HR.
* Understand the work and objectives of the OD team to identify and establish means by which to engage and communicate across the workforce and evaluate the impact of employee engagement activity.

**People Management Responsibilities:**

* The role will not have direct line management responsibility.
* From time to time, they may have oversight of staff involved in projects across the OD and HR service on specific policy or engagement agendas to make sure work is delivered to a high standard, on time and to budget (where applicable).
* The role will be expected to embrace the ethos of a flexible team, where resources are used flexibly to deliver agreed priority areas of work.
* The role will be expected to define priorities, set objectives, allocate work strands and negotiate resources for time-limited projects and manage the workload.
* The role will contribute towards sharing and developing knowledge within the team.

**Relationships:**

* The role reports to the Head of Organisational Development, and is within the OD team, located in HR and part of the Corporate Services Directorate.
* This post holder will have a strong relationship with the Director of HR, HR and OD senior management team, and Head of the Chief Executive’s Office.
* The role will also work with the Internal Communications Manager who has oversight of delivery of the corporate Internal Communications Strategy.

**Work Environment:**

* The Communications service is based at 5 Pancras Square where all staff work in an agile way in line with Camden’s move to a paperless and flexible work environment.
* The role will co-locate with different teams within 5 Pancras Square if and when needed.

**Technical Knowledge and Experience:**

* Educated to degree level or equivalent work experience.
* Experience of working within a policy, engagement or communications environment (not necessarily all three).
* *Desirable: Knowledge and experience of working within a HR and OD setting.*
* Ability to promote diversity and inclusion in the workplace and service delivery.
* Significant experience of developing positive relationships with multiple stakeholders to build support and influence thinking and decision making.
* An awareness of the organisation’s direction of travel and ambitions for the next 3-5 years, including an understanding of the political and economic environment the Council is operating within.
* Ability to interact confidently at all levels including with senior leaders and external parties.
* Ability to interrogate detail and see how this links to the big picture.
* An ability to use data, evidence and research to inform activity, decision-making and challenge to the status quo as appropriate.
* Excellent verbal, written, digital and pictorial communication skills.
* Experience of different employee engagement approaches, how these are effective at reaching a diverse workforce, and measuring/evaluating impact
* Commitment to continuous learning.
* Effective judgement with the ability manage risk, strong IT and numeracy skills, including knowledge of Word, Excel and PowerPoint.
* Ambitious and innovative with the ability to think strategically, taking a 21st century digital focus.
* Customer focused, able to demonstrate empathy and understanding for the customer experience and needs when delivering outcomes.
* Resilient and proactively takes the lead to deliver results, confidently dealing with complex issues and flexing style and approach for each audience.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>