



Colleague Experience and Engagement Specialist

Job description and person specification



Job description – Colleague Experience and Engagement Specialist

Reporting to the– Talent and Engagement Manager

Summary of role:

This role delivers initiatives that enhance colleague engagement, recognition, and inclusion across the Group. The Colleague Experience & Engagement Specialist plays an integral part in strengthening the colleague experience through effective communication, engagement activity, and data insight, enabling the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

Engagement & Recognition

- Deliver the Group's engagement activities, including surveys, focus groups, and action planning.
- Coordinate recognition programmes and events that celebrate success and reflect the Group's values.
- Support the delivery of the annual engagement calendar and communication of results and actions.
- Partner with people business partners to ensure engagement activity aligns with business priorities and culture goals.

Communications & Employer Brand

- Partner with the Communications team to design and deliver internal campaigns that promote engagement, inclusion, and wellbeing.
- Support delivery of the employer value proposition (EVP), contributing to campaigns that position the Group as a great place to work.
- Prepare engaging written and visual communications for internal use, ensuring consistent tone, accessibility, and alignment with our values.
- Support internal storytelling and colleague case studies that showcase great performance, innovation, and inclusion.

Data & Insight

- Collate and analyse engagement, retention, and turnover data, producing insight reports to support decision-making.
- Track progress against engagement and culture metrics and report trends to the Talent & Engagement Manager.
- Support evaluation of engagement initiatives and identify opportunities for continuous improvement.

Inclusion, Wellbeing & Culture Support

- Support delivery of the Group's engagement plan, ensuring visibility and participation across the organisation.
- Coordinate and promote awareness campaigns, events, and communications that celebrate diversity, inclusion, and colleague wellbeing.
- Partner with internal networks, Communications, and the Leadership & Development team to align messaging and share success stories.
- Gather and analyse colleague voice feedback, identifying themes to inform engagement actions.
- Promote the Group's values and culture through campaigns and recognition activities that reinforce belonging and psychological safety.
- Act as a positive ambassador for inclusion, wellbeing, and engagement, ensuring all colleagues feel valued and heard.

Collaboration & Continuous Improvement

- Partner with colleagues in People Development & Culture to align engagement activity with learning, development, and leadership initiatives.
- Keep up to date with best practice and innovation in engagement, EVP, and wellbeing.
- Support continuous improvement by sharing insights and feedback from colleagues and external benchmarking.

Additional responsibilities:

➤ **Financial responsibility:**

- Responsible for managing and controlling identified expenditure within agreed budgets.

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Talent and Engagement Specialist;

- A team working ethos with exceptional collaboration skills which motivate and inspire.
- Able to communicate, support the organisation's priorities, culture and purpose.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

(essential)

- Experience delivering colleague engagement, recognition, or communication initiatives.
- Strong writing and communication skills, able to produce accessible and engaging content.
- Experience in analysing engagement or feedback data to identify insights and trends.
- Ability to manage multiple campaigns and projects with attention to detail.
- Strong interpersonal skills with the ability to engage stakeholders at all levels.
- Understanding of inclusion, wellbeing, and culture principles.
- Experience using digital tools or platforms to support communication and engagement.
- Commitment to promoting a positive, inclusive, and values-led colleague experience

(Desirable)

- Qualification or training in HR, Communications, or Engagement.
- Experience delivering or coordinating employee engagement surveys.
- Experience supporting EVP or employer branding activity.
- Experience in using HR analytics, survey tools, or digital engagement platforms
- Experience in housing, care, not-for-profit, or customer-focused environments.

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Talent and Engagement Specialist.

You will be required to complete continuous professional development, to further support your role and the Group.