

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Senior Employee Experience Consultant
Grade	PS10	Reports to (role title)	Employee Experience Lead
JE Band	371-438	Directorate / School	People and Change
Date Role Profile was created	Dec-25	Service / Department	Employee Experience Team
<u>Agile</u>	Information	<u>DBS Requirement</u>	Not Required

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Senior Employee Experience Consultant supports the implementation of initiatives to improve employee experience, helping the council become a more inclusive and compassionate employer, and improving the wellbeing of staff. This includes:</p> <ul style="list-style-type: none"> •Developing, leading and implementing programmes of work and resources (data/insight driven) to enable the organisation to meet its values and legal obligations, improving the experience of staff. •Supporting the development and implementation of Employee Experience related strategies and action plans, and the councils People Strategy. •Analysing workforce insights (including wellbeing and diversity metrics) to make recommendations to improve employee experience •Designing and implementing bespoke wellbeing, diversity and inclusion programmes •Designing and sourcing relevant support resources. This may include supporting procurement processes for service providers that deliver EDI and workforce well-being services. •Acting as a subject matter expert on complex wellbeing/EDI issues for other teams and services to consult with. This may include providing expert advice and feedback regarding the delivery of contracted services within People and Change. •Leading work with the Learning and Development Team to ensure the council has training and other development for employees and managers in support of wellbeing and inclusion •Leading and commissioning the development of the council's Mental Health First Aiders and Well-Being and Inclusion Champions. •Promoting and integrating relevant HR policies into initiatives to support wellbeing, equality, diversity, and inclusion during change. •Support the development of the council's inclusive staff networks and enable the views of minority and under-represented groups to be shared with council leaders and stakeholders. •Write, review and consult on relevant policies, processes and systems within wider steering groups. •Provide line management support within the Employee Experience Team •Support, and provide guidance to, the Employee Experience consultant
Work Context	<p>The People Strategy, and annual delivery plan, set out the council's priorities to improve the experience of employees including supporting the wellbeing of employees, especially at times of stress, uncertainty, and change. The council also has equality objectives to deliver, which include increasing the diversity of the workforce and embedding an inclusive culture. The Employee Experience team adopts a whole-team approach that is inclusive, collaborative, trauma-informed, and empowering.</p>

Line management responsibility if applicable	Provide line management support within the Employee Experience Team, providing support and guidance to, the Employee Experience consultant
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Strong project management and delivery skills. • Excellent writing and presentation skills with the ability to clearly communicate initiatives and their impact to leadership and employees to ensure transparency and engagement • Willingness and ability to undertake reasonable travel around and beyond the county. • Experience in stakeholder collaboration and managing change. • Facilitation and training experience, including commissioning and delivering learning solutions. • Up to date with industry trends and best practices. • Experience of leading or contributing to a project/initiative that has had a significant impact on service delivery and/or customer experience. • Adaptability and strategic contribution in complex organisational contexts.
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

Reference Number	<p style="text-align: center;">BM-2025-435</p>
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