

JOB DESCRIPTION

Job Title	Employee Experience Manager		
Reports to	Talent Director		
Department	People		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The People department enables the delivery of the School's strategic priorities through the provision of proactive advice, support and talent to School staff (non-academic). Collaborating with our faculty experts, it also delivers leading edge projects to shape the Future of Work, building an engaged, inclusive workforce where everyone belongs and thrives.

The team is designed around three key areas: Business Partnering, Talent (Talent Acquisition, Learning & Development, Talent Management and Wellbeing & Engagement) and People Services (Operations, ER, Reward and Pensions). The team works closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

Job Purpose

The Employee Experience Manager is responsible for creating and executing a compelling plan to increase and sustain staff engagement across the School. The EE Manager will concentrate on enabling colleagues to thrive at LBS. Areas of focus already identified include the need to map the end to end employee experience, employer brand, wellbeing and engagement, realizing the future of work and the creation of compelling people-centric internal communications.

Key Areas of accountability

Employee Wellbeing

- Evolve the LBS wellbeing framework, created to support the wellbeing of our staff throughout the pandemic and beyond. Ensure that our focus on mental, emotional, physical and financial health continues to meet employee needs on an ongoing basis, collaborating with all external partners to ensure value is added and the tone of interventions is aligned to the LBS culture
- Grow a culture where enabling mental health is a priority through the roll out of Mental Health First Aid training and additional activity
- Influence key stakeholders at all levels of the organisation to further increase and sustain our culture of wellbeing
- Determine how to effectively measure the wellbeing offerings, ensuring that quantitative and qualitative feedback is sought and incorporated
- Create, schedule and deliver effective pulse surveys to monitor wellbeing, ensuring that outputs and insight are turned into meaningful action
- Chair and facilitate the cross departmental Wellbeing Working Group, ensuring that all representatives are clear on their role, proactively participate and increase wellbeing within their areas, whilst sharing best practice across the School
- Connect wellbeing framework/policy and sickness/absence occupational health and works across the team on this, including a review of our EAP service

Employee Engagement

- Determine the LBS School wide approach to engaging employees, designing a plan to ensure that we understand and positively enable the moments that matter, that drive performance and retention
- Partner with our external supplier (currently Culture Amp) to design and deliver our engagement survey, ensuring that the questions posed meet our internal needs and take note of external trends
- Deliver the survey in a collaborative manner, ensuring that buy-in is gained from all internal stakeholders across the staff body and faculty
- Ensure our approach to action planning is engaging, timely and drives meaningful change
- Utilise the insight gained to propose new initiatives or required actions to increase employee engagement, gaining buy in from across the school

Employee Experience

- Review the employee lifecycle to determine the moments that matter, understanding where we are getting it right and where improvements can be made. Initial focus areas include stay and exist interviews to shape our focus and increase retention of talent
- Utilise insight to shape how the School's culture could evolve to drive value for all, connecting data and ideas with projects fellow People team colleagues may be working on e.g. performance management, behaviours, management capability, leadership etc.
- Partner with talent acquisition to ensure the external employer brand aligns authentically with the internal employee experience

Future of Work

- Actively participate in our planned Future of Work activity, ensuring our approaches are created using faculty expertise, staff collaboration, external best practice and future trends
- Support the identified projects as required, from idea generation to project planning, from delivering briefings to measuring impact
- Evaluate the impact of Smart (Hybrid) working, ensuring our approach to feedback and measurement identifies successes and adaptation needs.
- Connect with our Smart Working champions across the School to ensure continual improvement
- Scope and deliver our Future of Work commitment to drive Purpose and Meaning for colleagues within their work. Design and deliver our online / digital collaboration jam on this topic, partnering with cross-departmental staff to action. Analyse the outputs to determine high value action, gain sign off and implement.

Colleague Listening, people communications and culture

- Create a continuous listening strategy to ensure that the employee voice is heard in a connected manner and that the School is galvanised to take appropriate and speedy action. Connect with Management Committee, Staff Committee and other working groups to knit action and insight together.
- Manage the People team interface with Internal Communications (Marcomms) Life at LBS, School Meetings, Town Halls
- Liaise across the People team and other departments to prepare communications arising from analysis, review, planning and decision-making

KPIs:

- Delivery of projects/deliverables to agreed timescales and quality standards
- Root cause identification and recommended actions.
- Participation, engagement, performance and retention

Resources including team

Budget - Access to Talent development budget

Close collaboration with all People team members and other departments across the School is critical to this role's effectiveness – spans the different touchpoints of the Employee Experience lifecycle

Key stakeholder groups include; all the People team, Marcomms (internal communications), Heads of all Departments and their leadership teams, Wellbeing Working Group, Management and Staff Committees

Knowledge/Qualifications/Skills/Experience required

- Experience of working in employee engagement and colleague listening (surveys), and in using employee survey software
- Experience of working in the wellbeing and mental health arenas, underpinned by a genuine passion to enable colleagues to thrive at work
- Knowledge of latest trends and research across wellbeing, engagement, future of work and employee experience
- Proactive idea generator, using research and best practice to guide thinking. Recommends and continuously improves processes and procedures
- Experience of shaping and implementing culture change

- Natural relationship builder, open and engaging style
- Strong communication and facilitation skills deployed with all levels of staff. Able to communicate messages simply and clearly – a natural fit for the LBS 'Tone of Voice'
- Digitally confident and able – comfortable working with (or learning) online collaboration platforms
- Ability to analyse data and generate insight, which is then deployed to drive positive change
- Excellent project management and organisational skills with strong attention to detail
- Can do mindset with drive, tenacity and deliver focus
- Ability to influence to increase commitment and create excitement

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