

People Development and Engagement Adviser Role Profile

The Union's vision is that: **Every student loves their time at Southampton.**

Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) Identifying, delivering and sourcing solutions which actively develop our people and their performance
- 2) Overseeing and developing our digital learning content and the internal learning management system
- 3) Delivering and developing our staff engagement initiatives to enhance collaboration, communication and organisational culture

Responsible to: Head of People

Grade: 3

Main Duties of the Role

Identifying, delivering and sourcing solutions which actively develop our people and their performance

- Support the Head of People in the delivery of the development and performance building objectives defined in the People strategic plan
- Co-develop, implement and review the systems for identifying organisational performance and development priorities for our staff
- Develop, maintain and review development/learning provision (resources, initiatives, programmes) to support staff development and performance
- Maintain, review, improve and report on mandatory training provision, including supporting Line Managers, to ensure organisational compliance
- Champion, support and monitor annual appraisals delivery as part of continuous performance management process ensuring Line Manager support and accountability for completion
- Lead on providing learning and development support and advice on bespoke interventions for our customer-facing staff
- Co-lead in the marketing and promotion of learning and development activities for our people, including through the development of strong relationships with key stakeholders.
- Develop feedback mechanisms to evaluate development provision (e.g. relevance, accessibility, engagement) and its impact, including consultation and continuous liaising with key stakeholders.

- Keep abreast of learning and development research, thinking and delivery techniques and regularly utilise or recommend these to inform better practice and advice.

Overseeing, developing and reviewing our digital learning content and the internal learning management system

- Manage and administrate our Learning Management System, ensuring it is well-functioning, accessible and integrated with relevant systems and processes
- Manage, curate and develop digital content and resources in line with our development programmes and initiatives in collaboration with the People Team and other relevant stakeholders and users
- As part of content creation, provide specialist advice and guidance to stakeholders and the People Team on content development, system functionality and engagement
- Liaise with relevant suppliers to ensure the content is up-to-date, engaging, accessible and fully functioning
- Plan and implement initiatives to maximise the engagement with digital development content, including compliance and organisational commitment training
- Provide troubleshooting support to key staff and systems/tools users
- Produce regular usage and completions reports to inform

Delivering and developing our staff engagement initiatives to enhance collaboration, communication and organisational culture

- Manage, develop and review our internal communications channels in order to meet the needs of the organisation and staff team
- Plan, deliver and regularly review a programme of staff communication and engagement events (e.g. all staff briefings, social events)
- Manage, develop and review a range staff recognition practices and initiatives to ensure staff feel valued
- Manage and review our staff voice activities and initiatives (e.g. Staff Forum, suggestion scheme) to ensure our staff feel heard
- Working with the Head of People, help to identify and implement practices and initiatives to support effective organisational collaboration and communication
- Maintain, develop and review effective mechanisms to engage with and obtain feedback from people (e.g. pulse surveys)
- Support the measurement of effectiveness and return on investment in people engagement activities
- Develop and maintain positive relations with staff, providing support in people matters.

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Contribute to the overall effectiveness of SUSU by

- Participating in and driving personal learning and development
 - Attending all meetings and training events, as required
 - Co-planning and using resources allocated within the People budget effectively and efficiently, acting upon variances and taking account of financial procedures
 - Ensuring that statutory and legal obligations are met
 - Supporting the implementation of SUSU's organisational strategy, promoting our aims and values through the goals of the departmental plan
 - Promoting SUSU's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
 - Contributing to the positive image of SUSU with students, University and the local community Working with the team to ensure a full service is provided at all times, providing cover as necessary Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.
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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
CIPD qualified at level 3, or equivalent specialist experience	X	
Up to date knowledge of learning & development best practice, models, theories and emerging trends	X	
Experience of design and delivery of innovative learning & development solutions	X	
Experience in sourcing external training and development solutions which meet internal needs and demonstrates value for money	X	
Confident to deliver training interventions to staff teams	X	
Good working knowledge of learning technologies (e.g. LMS)	X	
Experience of planning and managing communications channels and content		X
Experience of planning and managing recognition practices and initiatives		X
Excellent communication and interpersonal skills to work with people at all levels across the organisation	X	
Project management experience		X
Experience of managing a budget		X
Organisation and planning skills to meet deadlines and manage changing priorities and workloads	X	
Excellent judgement with creative and analytical approach to problem solving	X	
Experience of collecting, analysing and reporting development/initiatives data metrics and insights	X	
Proficient use of technology, including the Microsoft Office suite and web technologies	X	
Commitment to the provision of excellent customer service with a high level of discretion and professionalism	X	
Commitment to and understanding of equal opportunities, including inclusivity, diversity and access issues	X	
A commitment to the values and purpose of SUSU	X	

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.