

# INTERNAL ENGAGEMENT OFFICER

## 12 MONTH SECONDMENT



We have an exciting opportunity to join the Transformation Programme Team as the Internal Engagement Officer.

The Internal Engagement Officer will have a vital role in supporting the successful implementation of Transformation Programmes, including the introduction of our new Customer Relationship Management (CRM) system and Smart Water Meter Programme. The main objective of this role is to champion effective internal communication and engage internal employees to support adoption, improve awareness and increase support for our transformation initiatives. The successful individual will have a positive approach to Health and Safety and work at all times in line with our values of Excellence, Integrity and Future Focus.

### Responsibilities / skills and attributes

#### Engage employees

Foster a culture of engagement by designing and executing initiatives that inspire, inform and involve employees in the transformation journey. Develop compelling communication materials to keep employees well-informed about our transformation programmes.

#### Feedback and measurement

Establish mechanisms for collecting feedback from employees and measuring the effectiveness of internal communication and engagement initiatives. Analyse feedback and make recommendations for continuous improvement. Regularly report key metrics to stakeholders and the project team.

#### Collaborate with cross-functional teams

Collaborate with various departments and teams involved in the Transformation Programme, such as Customer Service, Networks,

Business Markets, Water Quality and Water Efficiency to ensure alignment of messaging, coordination of efforts, and effective execution of communication plans.

#### Change management

Work closely with the Business Change Lead & wider project team to ensure all communications align with the timing & expectations of the programmes. All communication activities must be coordinated through the Business Readiness Plan.

#### Tasks

- **Communication Approach:** Develop and implement effective communication content to promote Programme updates and key messages to internal stakeholders
- **Internal Communication:** Managing all internal communication channels to ensure effective and timely information to employees. This includes communicating project updates, policies and initiatives
- **Employee Engagement:** Developing and implementing activities to monitor, support and improve employee engagement. This may involve organising employee events, surveys and initiatives to improve employee satisfaction
- **Stakeholder Engagement:** Identify key stakeholders and develop strategies to engage and build relationships. This may include organising stakeholder meetings, conducting surveys and addressing their concerns or feedback
- **Content Creation:** Creating engaging and informative content, such as infographics, Workplace

# £25,670 to £29,393

(GRADE 3)

We are happy to consider flexible working arrangements. This can include alternative days / hours of work or work location. Please specify any request in your application.

We actively support equality, diversity and inclusion and encourage applications from all sections of society.

The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

If applying externally please include your CV and salary expectations.

 **Human Resources, PO Box 8, Havant PO9 1LG**

 **jobs@portsmouthwater.co.uk**

 **portsmouthwater.co.uk**

**CLOSING DATE: 6 JULY 2023**

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updates and videos to support communication initiatives and engage target audiences

- Measurement and Evaluation: Monitoring and analysing communication efforts to measure their effectiveness
- Collaboration and Coordination: Work closely with the Marketing and Communications Manager to align communication efforts with overall brand guidelines, tone of voice and ensure consistent messaging

#### **Qualifications and experience:**

##### **Essential:**

- Strong verbal communication skills with the ability to tailor communication language and style based on the audience
- Strong written communication skills over several mediums including email, infographics, documents and status reporting
- Able to present to large and small groups and facilitate group discussions
- Strong relationship building skills across a diverse range of stakeholders
- Excellent team player, able to collaborate with a diverse groups of stakeholders
- Ability to self-manage, being proactive and disciplined in delivering work commitments to time and quality expectations
- Strong Microsoft Office skills and project collaboration tools

##### **Desirable:**

- Proven experience in internal communications, change management, or employee engagement roles
- Experience of working in a Transformation Programme

For an informal discussion, please contact Mike Bicheno via Teams