

Public Health Wales is the national public health agency in Wales. We exist to protect and improve health and wellbeing and reduce health inequalities for people in Wales.

To find out more visit [Public Health Wales](#) and read about our [Strategic Plan](#)

JOB DETAILS:

| | |
|---|---|
| Job Title | Employee Wellbeing & Engagement Lead |
| Pay Band | Band 7 |
| Hours of Work and Nature of Contract | Permanent Full time/part time/job share |
| Directorate | People & Organisational Development Directorate |
| Division | OD & Engagement |
| Base | Agile/Cardiff |

ORGANISATIONAL ARRANGEMENTS:

| | |
|-------------------------------------|-----------------------------|
| Managerially Accountable to: | Head of Employee Experience |
| Reports to: | Head of Employee Experience |

Our organisational statement on values and behaviours:

“Working together with trust and respect to make a difference”

Job Summary/Job Purpose:

The Employee Wellbeing & Engagement Lead is a key role in Public Health Wales that will provide a comprehensive, expert service, providing guidance and support to managers and colleagues to develop, adopt and embed best practice employee engagement and wellbeing.

The post holder will develop and implement an employee wellbeing approach in support of the overarching People Strategy. The role holder will additionally build communications and organisational understanding of how employee health, wellbeing and engagement are key contributors to improving employee experience.

The post holder will be responsible for the design, delivery and promotion of a range of organisational employee health and wellbeing activities, so that employees are healthier, happier in work, engaged and able to do their best job. This will include introduction of employee wellbeing products, services and initiatives, agreed in conjunction with the Wellbeing and Engagement Partnership Group.

As lead specialist and member of the employee experience team the post holder will work with colleagues in the wider People & OD Directorate to develop initiatives that will contribute to improved employee engagement, linking organisational culture, climate and systems, with leadership behaviours and employee wellbeing, in support of a high performing organisation.

The post holder will provide strong, visible inputs into assigned projects, in supporting the Head of Employee Experience to ensure continued improvement in staff and service user outcomes and experience.

DUTIES/RESPONSIBILITIES:

Strategic Leadership, Policy, Planning and Organisation

- Engaging with stakeholders and partners as appropriate, responsible for developing and leading the implementation of the employee wellbeing approach.
- Drive the implementation of wellbeing initiatives in line with organisational, NHS Wales and Welsh Government priorities.
- Provide subject matter expertise and play a lead role in the influencing, development and implementation of relevant People and OD policies in relation to wellbeing and engagement.
- Provide expert advice on the development of workplace practices and initiatives in relation to employee engagement and wellbeing, ensuring they are embedded within the organisation and have a focus on shared responsibility.
- Plan and organise a range of long term organisational activities, drafting plans as appropriate, and amending and updating as necessary. This includes, for example, planning of learning and development for line managers in wellbeing and creation of bespoke wellbeing and engagement interventions for parts of the organisation who require particular support.
- Influence the practices of teams and individuals to incorporate OD approaches in relation to employee health and wellbeing.
- Use equality health impact assessment methods to deliver and evaluate related strategies, policies and programmes.
- Establish mechanisms to regularly analyse and audit, monitor and evaluate the quality and effectiveness of all engagement and wellbeing initiatives, ensuring an evidence-based approach. Development of further actions/interventions required as a result, ensuring proactive input from colleagues in the wider People & OD Directorate, and other stakeholders within the organisation, to ensure an embedded approach. .

- Lead in the management of activities related to wellbeing and engagement, including organisational participation in national and local surveys, and in achieving the highest level of Corporate Healthcare Standard award .
- Represent Public Health Wales at national, regional and local levels as and when appropriate in relation to the employee engagement and wellbeing agenda, as well as any related strategic initiatives.

Communication and Relationships

- Identify, develop, maintain and lead partnerships to promote workplace wellbeing and engagement e.g. close working relationships with trade union colleagues and other stakeholders to ensure effective working and their support and buy in for wellbeing and engagement activity.
- Assist in the development of strategic partnership work that spans organisational and professional boundaries to deliver strategic and operational objectives of the organisation.
- Develop professional and business relationships to effectively work with internal and external suppliers for the provision of services against specifications, building long term partnership approaches.
- Work closely with the Communications team, to ensure timely campaigns and drafting of communications for internal publication, to promote new or revised policies, procedures and resources and all related wellbeing and engagement activity.
- Raise awareness and understanding of employee wellbeing. Analyse and evaluate impact, taking appropriate action to address any gaps.
- Production of reports for the Board, Executive Team, People and Organisational Development Committee as required, to implement organisation wide initiatives. For example, requirement of executive team to role model behaviours in line with values and evidence base.

Operational Performance Responsibilities

- Support the delivery of the People and Organisational Development plans, frameworks, policies and metrics to enable the delivery of all relevant initiatives and ensuring robust measurement of effectiveness.
- Participate in relevant and agreed projects, leading and championing the reputation of Public Health Wales as appropriate.
- Manage the strategic development, performance and ongoing requirements of relevant wellbeing services and contracts in line with employee engagement and wellbeing priorities e.g. external Employee Assistance Programme ensuring adequacy of service, value for money and flexibility to the changing needs of the organisation
- Lead on the design, development and roll out of internal surveys, including analysis of data, and provision of any reports required including subsequent action plans.
- Use key workforce metrics and other workforce information e.g. sickness absence, to identify underpinning causes of workforce issues affecting engagement and wellbeing and develop strategies to address the identified issues.

- Analyse the data obtained from the local and national staff surveys and enable People & OD Partners, and other stakeholders, to develop plans which will contribute to improving overall levels of wellbeing and engagement in their Directorates.
- Horizon-scan for new opportunities to involve staff and implement new initiatives to support the delivery of improved staff wellbeing and engagement, including a suite of resources relating to employee wellbeing, ensuring employees are equipped with the skills and resilience to ensure their experience of work is positive and meaningful.
- Management of budget for employee wellbeing and engagement programmes, ensuring activities are kept within specified financial limits and operate within approved financial policies/procurement requirements.

Leadership and Management:

-
- Work with the Head of Employee Experience in enabling staff within the wider People & OD Directorate team to deliver objectives and maintain a focus on the need to continually improve outcomes for the organization.
- Contribute to the personal and professional development of staff within the wider Directorate through coaching, sharing expert knowledge and encouraging reflective learning contributing to their development in relation to staff wellbeing.
- Act as an ambassador of Public Health Wales and NHS Wales.

Freedom to Act

- Lead specialist on employee wellbeing and engagement, required to provide expert interpretation and opinion, with considerable autonomy to lead on these areas of work.
- Organisational representative at national, regional and local wellbeing and engagement groups e.g. NHS Wales Health and Wellbeing Network and at the NHS Wales Staff Survey National Programme Project Group.
- Interpretation of national and organisational policies and protocols in order to meet organisational objectives for employee wellbeing and engagement.
- Deputises for the Head of Employee Experience both internally and externally as appropriate.

PERSON SPECIFICATION

| ATTRIBUTES | ESSENTIAL | DESIRABLE | Method of Assessment |
|--|--|--|--|
| Qualifications and/or Knowledge | <p>Degree level or equivalent experience.</p> <p>Relevant professional Master's Degree (e.g. CIPD, HR or OD) or equivalent experience.</p> <p>Highly developed knowledge and understanding of best practice health and well-being approaches in respect of employees and how these support broader organisational development aims and approaches.</p> <p>Sound awareness of systems, relationships and pressures within complex NHS organisations</p> <p>Understanding of research methodology and engagement/survey analysis.</p> <p>Knowledge of employee engagement initiatives.</p> | <p>Knowledge of NHS pay and terms and conditions of service; NHS Employers best Practice, and emerging research into staff experience.</p> | <p>Application form and pre-employment checks.</p> |
| Experience | <p>Demonstrable experience of working in a complex HR or OD - environment.</p> <p>Substantial experience of working within health and wellbeing.</p> <p>Knowledge and experience of managing projects.</p> <p>Experience of building effective cross functional working relationships to drive the organisation agenda.</p> | <p>Working in an NHS environment</p> <p>Experience in developing and maintaining e-HR applications such as intranet and professional social media presence e.g. Twitter.</p> | <p>Application form and interview.</p> |

| | | | |
|-------------------------------|---|--|------------|
| | <p>Experience of delivering against competing priorities and deadlines.</p> <p>Experience of fostering positive and collaborative working relationships with recognised trade unions and other representatives.</p> <p>Experience of influencing the views/agenda of others to ensure the achievement of corporate objectives in line with best people & development practice.</p> | | |
| Aptitude and Abilities | <p>Ability to analyse and interpret complex issues e.g. improving staff experience and think through commercial solutions.</p> <p>Ability to challenge existing practice and develop new thinking and new ways of working.</p> <p>Ability to gather a wide range of information and undertake research / investigative inquiry as required and present to a range of staff/managers.</p> <p>Ability to prepare and present proposals and business cases for initiatives and projects to improve staff experience to senior stakeholders.</p> <p>Ability to work closely with people in other disciplines and form professional working relationships.</p> | | Interview. |

| | | | |
|---------------------------------------|--|--|--|
| | <p>Ability to communicate effectively across different levels of an organisation.</p> <p>Ability to develop and maintain effective working relationships with team members and other staff.</p> <p>Ability to coach staff and managers.</p> <p>Sensitivity to organisational culture, values, structure and environment.</p> <p>Ability to identify risks, anticipate issues and create solutions to resolve problems in relation to service or project delivery.</p> <p>Can demonstrate initiative, creativity, flexibility and a personal ethos of continuous improvement.</p> <p>Be confident in using Windows based IT systems e.g. Word processing, Outlook, Excel, PowerPoint, intranet.</p> | | |
| Personal attributes and Values | <p>Ability to positively and creatively challenge current thinking in order to develop new and better policy & operational working practices.</p> <p>Our organisation values are to work together with trust and respect to make a difference, Evidence of living our values and cultural fit.</p> <p>Passion for staff engagement and the</p> | | <p>Application Form</p> <p>Interview.</p> <p>References.</p> |

| | | | |
|--------------|--|--|---------------------------------|
| | <p>health & wellbeing agenda.</p> <p>Commitment to the equality, diversity and inclusion agenda - and demonstrating zero tolerance for negative and destructive behaviour.</p> | | |
| Other | Willingness and ability to travel. | | Application form and interview. |

GENERAL REQUIREMENTS

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** Public Health Wales condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. The

organisation will not tolerate any form of bullying and harassment which occurs at work and out of the workplace, and will take all practicable steps to avoid and eliminate it. Our Respect and Resolution Policy sets out action we can take when our relationships at work are not healthy, encouraging us to deal with issues promptly and without resorting to formal process wherever possible. Recognising that not all conflict can be resolved informally, the policy includes a formal element, generally for use when an issue is too serious to be looked at informally or as a last resort, when other (informal) ways of dealing with it have been unsuccessful.

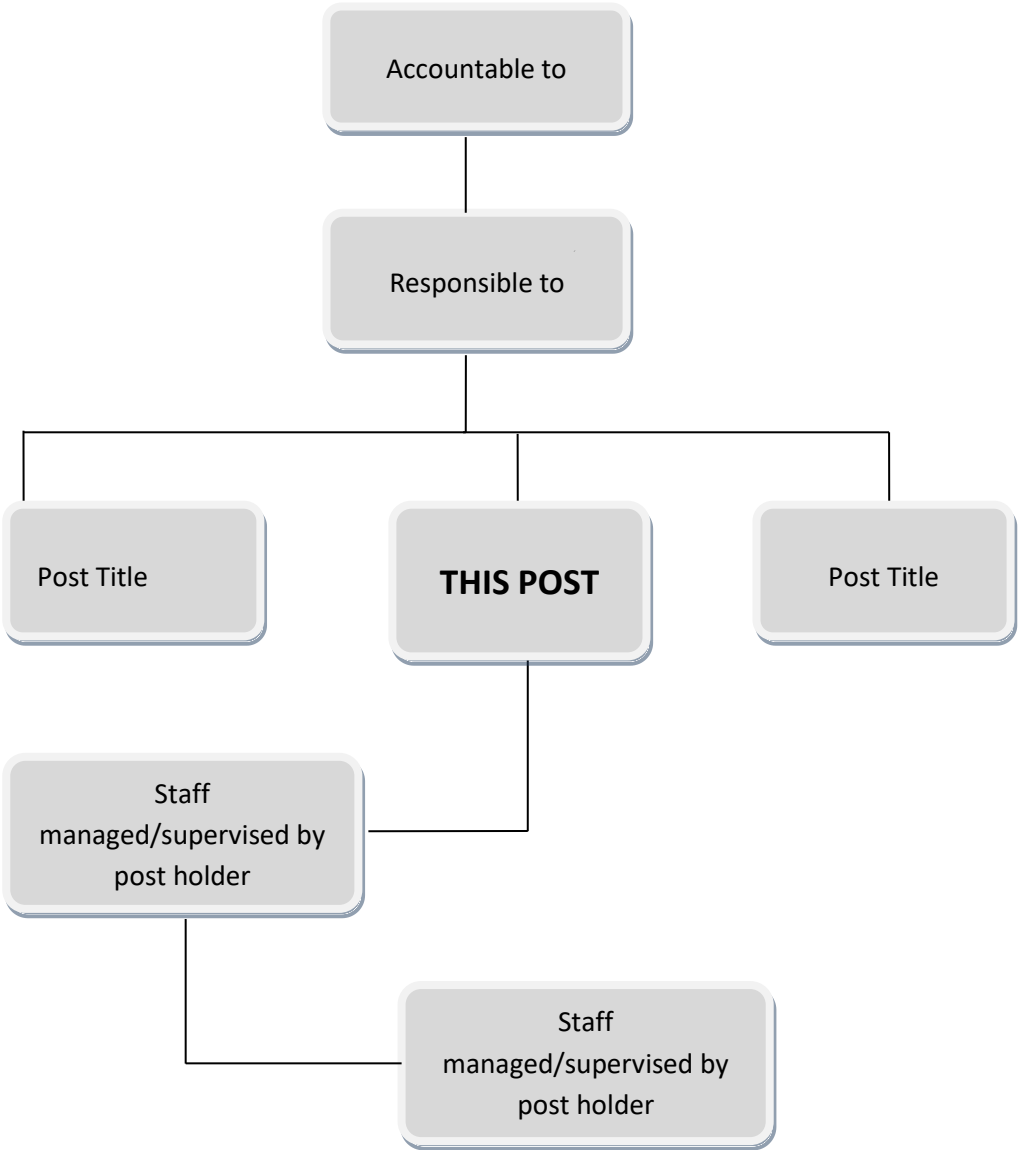
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Directorate and the Organisation. The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Pandemic or Major Incident: In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the organisation. Prior to undertaking any duties, the member of staff will have appropriate training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put staff, patients, service users or themselves at risk.

Job Title: Employee Wellbeing & Engagement Lead

Organisational Chart



Job Title: Employee Wellbeing & Engagement Lead**Supplementary Job Description Information****Physical Effort**

| Examples of Typical effort(s) | How often per day / week / month | For how long? | Additional Comments |
|--|----------------------------------|-------------------|---------------------|
| Home/Office environment with requirement to sit, stand and walk throughout the day. | Daily | Majority of shift | |
| Requirement for the post holder to use a VDU for a large part of the day in order to attend virtual meetings, access information and produce documents, complex reports and analysis to support deadlines. | Daily | Majority of shift | |

Mental Effort

| Examples of Typical effort(s) | How often per day / week / | For how long? | Additional Comments |
|--|----------------------------|---------------|---------------------|
| Interruptions will take place throughout the day –, requests for ad hoc information, queries to be responded to and provision of advice. | Daily | Varies | |
| Frequent concentration required for analysing data/information and co-ordination of complex project delivery requirements. | Daily | Varies | |
| Concentration required when delivering training sessions, facilitating workshops and other events. | Monthly | Varies | |

Emotional Effort

| Examples of Typical effort(s) | How often per week / month? | For how long? | Additional Comments |
|---|-----------------------------|---------------|---------------------|
| Be required to communicate effectively in difficult and/or sensitive situations. This includes working with topics such as mental health where persuasion | Weekly | Up to 1 hour | |

| | | | |
|---|--------|---------------|--|
| persuasion may be needed. | | | |
| Requirement to engage with and often challenge managers and staff where barriers exist to implementation. | Varies | Up to an hour | |

Working Conditions

| Examples of Typical Conditions | How often per week / month? | For how long? | Additional Comments |
|--|-----------------------------|--------------------------------|---------------------|
| The post holder will work in office conditions. | Daily | Majority of shift | |
| The post holder may be required to travel to meetings/events across Wales. | Varies | Up to 4-5 hours is North Wales | |