



Position description

Position title	<i>Engagement and Capability Lead</i>
Group / Branch	<i>People, Safety & Governance / Future Workforce Team</i>
Reports to (Title)	<i>Group Manager, Future Workforce</i>
Competency level	Individual Contributor

Job Purpose

The Engagement and Capability Lead is responsible for identifying, developing and implementing organisation wide learning events and initiatives to enhance employee performance and engagement.

Working closely with the People Data Analyst (to be appointed), you will use data driven insights to develop and deliver initiatives that enhance South East Water's employee experience, culture, and workforce effectiveness.

Initiatives may include the design and delivery of workshops and focus groups, organisation wide learning initiatives aligned to our capability framework, and the embedding of values and behaviours into all aspects of the employee life cycle, including, but not limited to, culture, employee engagement, Employee Value Proposition (EVP), continuous listening and our workspace.

This role supports the execution of the People Strategy through targeted programs that strengthen our Employee Value Proposition (EVP), lift engagement, and embed our values and capability frameworks through the employee life cycle. This role will also work on initiatives to prepare the work force for the future and creating a culture of engaged, self led, high performing and future-ready leaders and employees.

Key Accountabilities

Employee Experience, Culture and Capability

- Embed organisation wide culture initiatives, including, but not limited to embedding our culture and values and EVP
- Own and drive parts of our continuous listening program, including our annual 'Have Your Say' and 'People Matters' engagement survey ensuring we are asking the right questions and using the data to improve the employee experience.
- Measure and monitor all stages of the employee experience and drive initiatives to improve our culture and employee experience
- Crafting and sharing written materials focused on employee experience, culture and capability. This encompasses a variety of formats, including, but not limited to intranet articles, intranet page copy, targeted emails and Executive papers.



- Facilitation of face to face and or virtual training/workshops as required
- Key contributor to organisational wide projects, ensuring the employee experience is taken into account
- Development of tools and resources to help embed our strategy
- Use external research and insights to ensure our benefits and the way we work enhances our employee experience and is aligned with our EVP
- Debrief and coach individuals using leadership profiling tools including 360 feedback and leadership insights reports

Learning and Development

- Build strong partnerships across the People and Safety Group and organisation to ensure that initiatives and programs are contemporary, creative, fit for purpose, accessible and inclusive, which focus on current and future skills and leverage digital innovation
- Maintain up-to-date and relevant content for the internal Aquanet site and promote learning and the exchange of ideas, skills and knowledge both through technology platforms, and by delivering organisation-wide learning events
- Scope and manage L&D and OD projects including timeframes, budget and resources

Stakeholder management

- Source, engage and measure the effectiveness of specialist consultants, as appropriate, whilst ensuring ROI is achieved
- Network and collaborate with other water retailers, relevant organisational development professionals, industries and bodies to keep abreast of contemporary L&D and OD best practice
- Partner with internal People Leaders ensuring initiatives are embedded and meet business needs

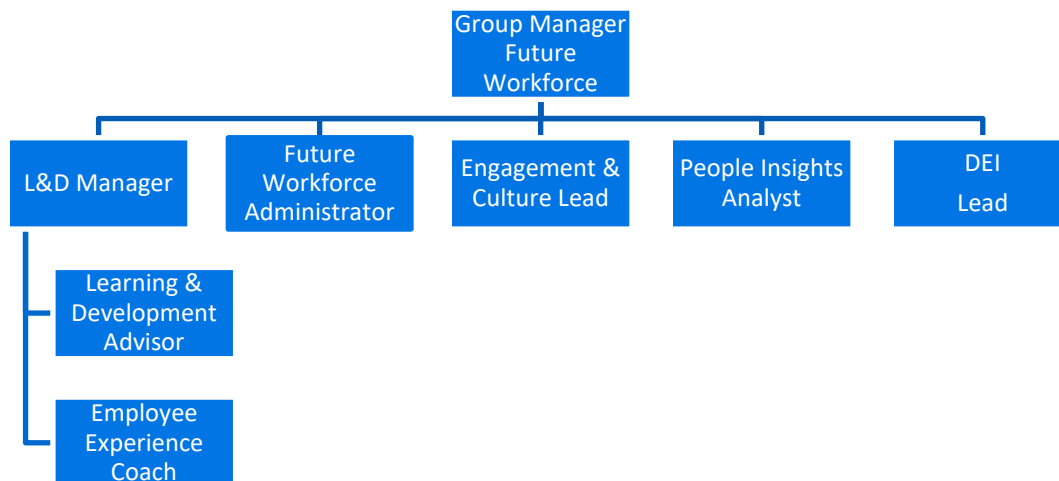
Knowledge, Skills & Experience

- Excellent people skills to engage, consult, negotiate and influence stakeholders across all levels of the organisation, including Executive team
- High learning agility with strong analytical skills and the ability to interpret data to recognise patterns and draw linkages
- Proven ability to translate theory into practice and communicate key messages across the organisation at all levels
- Strong written communication skills, with experience in creating and distributing various forms of written communications designed to inform, engage, and connect with the employee base effectively
- High level of commercial acumen and organisational savvy to understand the changing requirements of the organisation and industry more broadly
- Tertiary qualifications in HR/OD/L&D, or other related field and/or proven experience undertaking a similar role in a large and complex organisation
- Proven ability to design and deliver an L&D/OD calendar with a broad range of workshops and learning outcomes across a diverse range of audiences, based on 70:20:10 principles, leveraging technology
- Excellent presentation and facilitation skills
- Proven time management skills, with the ability to self-manage appropriately to consistently achieve deadlines and goals.
- Accreditation in individual and team profiling tools desirable



- Experience leading people and/or coaching desirable

Organisational Chart



Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes
- operational responsibilities

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.