

MELBOURNE WATER POSITION DESCRIPTION

Manager, Employee Experience



REPORTS TO:	DIRECT REPORTS:
General Manager, People & Capability	Three Direct Reports (and total team of approximately 9 people)

THIS ROLE EXISTS TO: (PURPOSE)

Responsible for the development, implementation and ongoing management of employee experience initiatives by achieving a clear understanding of employee needs and emotions and the resulting business impact.

Build an inclusive organization that promotes teamwork and collaboration and create compelling employee experiences to attract top talent and prevent high performers from exploring external opportunities.

The role will contribute to the development and implementation of the P&C strategy and plans.

KEY ACCOUNTABILITIES:

- Develop a strategy to promote Melbourne Water's Culture, Vision and Purpose and to align all change initiatives to achieve One Melbourne Water culture.
- Ensure the employee journey and ongoing experience is aligned to Melbourne Water's Strategic Direction. Identify gaps between the current and desired experience to address employee's needs, cultivate the desired culture, and align with our business objectives.
- Manage Melbourne Water's Employee Value Proposition (EVP) and obtain an Employer of Choice Award to advance our reputation and attraction capacity.
- Ensure best practice methods of employee attraction to meet current and future talent requirements of the business and to achieve our diversity targets.
- Develop and implement Employee benefits program including Wellbeing, Volunteering and Reward and Recognition programs to engage employees and tie into our connection to the community.
- Identify challenges and initiatives to improve employee engagement and create a framework to measure the success of employee engagement projects and initiatives. Collaborate with cross-functional teams to identify and implement regular enhancements to engagement programs.
- Proactively analyses workforce trends and metrics to develop action plans that increase employee engagement, attraction and retention.
- Utilise internal communications channels to promote, educate and celebrate organisation and business group achievements.
- Develop strong relationships with key internal stakeholders, such as Corporate Affairs, to build Melbourne Water's reputation as an Employer of Choice and build our EVP Social Media strategy.
- Inspire and develop the Employee Experience team, with a clear focus on coaching the team to deliver positive outcomes for our employees.
- Provide expert advice and support to team members managing complex and sensitive issues, including input to the preparation of Board requests, major internal projects (e.g. Digital Strategy), briefing notes, and/or other reports.
- Act as a brand ambassador for People & Capability by role modelling Melbourne Water values and behaviors.
- Provide strategic direction and leadership to the team.

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KEY RESPONSIBILITIES	KPIs
Lead and Develop People <ul style="list-style-type: none"> Effectively lead and develop the team ensuring optimum employee satisfaction and performance by; <ul style="list-style-type: none"> Adhering to all Melbourne Water policies in the recruitment, management and development of employees Establish and support an open and honest working environment for employees fostering collaboration and teamwork Promote safety and wellbeing for all employees Role model Melbourne Water leadership capabilities Creating a work environment that recognizes and rewards performance 	<ul style="list-style-type: none"> All employees have a development plan and % development plan actions completed Employee engagement survey results 360 feedback results Deliver Safety Improvement Plan Talent and succession plans exist for all key roles
Strategy and Planning <ul style="list-style-type: none"> Engage employees in the Strategic Direction and the future of the organisation Identify and manage risks associated with implementing business strategies and plans Understand financial implications of decisions Work with the General Manager, People and Capability and team to develop realistic and achievable initiatives to attract and retain top talent and drive higher levels of employee engagement 	<ul style="list-style-type: none"> Implementation of business plan objectives in line with agreed plans, actions and targets Engagement Survey Results
Relationship Management <ul style="list-style-type: none"> Build trusting relationships with all internal and external stakeholders to support the achievement of the P&C Strategy 	<ul style="list-style-type: none"> Positive relationships with other Direct Reports Positive feedback from Leadership Team 360 feedback results
Performance <ul style="list-style-type: none"> Drives the achievement of results Effectively leads and manages organisational change Fosters a high performance culture by setting clear goals, holding people accountable and managing performance Displays strong commercial negotiation and financial management skills Actively contributes to the management and performance of the People and Capability Group 	<ul style="list-style-type: none"> Group and team targets, plans and budgets achieved Project and change management processes applied
Engagement <ul style="list-style-type: none"> Effectively influence the way in which Melbourne Water Leadership engages with our employees Influence the way in which the People and Capability team collaborates and shares information across the group to ensure cross functional efficiencies and support for employee engagement approaches and strategy 	<ul style="list-style-type: none"> MW Engagement score Group engagement score

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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Strong leadership skills and proven ability to drive team performance and engagement.
- Similar experience leading an employee experience/engagement function.
- Experience in project and change management.
- Experience working in and influencing cross-functional teams, and an ability to gain the support and confidence of others – including senior management and key stakeholders.
- Strength in analytics and the ability to measure ROI on HR initiatives and monitor impacts to attraction, retention, turnover and engagement metrics.
- Proven record of achievement through setting direction, motivation, coaching staff and promoting teamwork to deliver successful business outcomes.
- Highly developed interpersonal skills including proven capacity for successful negotiation and influence in challenging and complex stakeholder environments.
- Capacity to continuously improve processes and services to build customer and stakeholder relationships.
- Strategic thinking and demonstrated ability to innovate and unlock value for both Melbourne Water and employees.
- Proven judgment working in a corporate environment with complex issues, programs and stakeholders.
- Ability to use initiative and maintain a high degree of confidentiality, discretion and judgement while maintaining a customer and stakeholder focused approach.

KEY RELATIONSHIPS

This role works to proactively deliver a consistent experience for both internal and external audiences, including but not limited to:

Internal

- Business – General Managers and Direct Reports
- Business Partnering teams
- CDC and People Services and Systems teams

External

- Community groups
- Service Providers

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS

This role requires the following :

- Extensive experience and expertise gained in similar senior management positions
- Tertiary qualification in Business, Psychology, Communications, or relevant discipline
- Criminal Records Check

Location: Based at 990 La Trobe Street, Melbourne 3008