

The National Lottery Community Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

Internal Engagement Manager

Our managers

As a manager at the Fund, whatever your specialism, you will proactively lead and manage either a team of people or an area of work, or both. You'll be accountable for high levels of performance, setting the standard for others to follow, putting our customers first and supporting our shared mind-set to achieve our strategic objectives.

Your people management skills will be brought to the fore and your ability to nurture, coach, inspire and empower people will be strong, supporting a constructive and positive working environment. Your project management skills will be equally solid, with an ability to delegate when necessary, and your decision-making will be informed by robust analysis and critical assessment. Through effective stakeholder engagement and management, you will deliver excellent customer service and use feedback to improve what we do whilst also drawing on your own learning and experience.

Your role

In this particular role, you'll develop and implement our colleague engagement approach at the Fund. You'll work across the organisation to identify opportunities to directly support positive culture change by providing expert guidance to deliver strategic engagement plans.

Building strong and effective relationships with teams at all levels, you'll provide employee experience insight from our engagement activities and surveys, identifying trends, areas of risk, opportunities, and recommendations.

Providing expertise to our strategy delivery programme will be key to this role, working across multiple projects to provide creative ideas, analysis and recommendations to help engage colleagues in delivery of our strategy and connect everyone to our strategy and purpose.

You will work within the Internal Communications and Engagement Team to support the delivery of the Fund's internal communication and engagement strategy. Your responsibilities will include:

- Providing engagement expertise to teams and individuals across the organisation. This will include our Senior Management Team (SMT), directorates, key workstream leads, and other groups and projects

- Provide evidence and insight to inform and influence business planning and change programmes, working with senior leadership teams and key stakeholders to advise on key employee experience priorities and employee engagement plans
- Leading the design and delivery of Connected - our bi-monthly all-colleague hybrid meeting - working with our Chief Exec and SMT to create an engaging programme and agenda.
- Leading, developing and championing our Colleague Council, managing a programme of activity for the group to provide a representative employee voice across projects and plans
- Implementing the end-to-end process of all colleague surveys, including delivery of our annual engagement survey, pulse surveys and other opportunities, and managing the contract with our external provider
- Develop and deliver engagement events and meetings and throughout the year
- Working closely with the People Team to identify opportunities to improve colleague experience and culture, and help embed our values and behaviours throughout the Fund's work
- Support new initiatives and groups with engagement plans, including working closely with our established staff networks
- Delivery of key elements of the internal communication and engagement strategy, working across projects with members of the team to deliver communication and engagement activity

Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Your experience

As a manager, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Either way, you'll need to demonstrate your experience and qualifications in these areas:

- Strong experience of employee engagement and internal communications thinking. You are confident setting and delivering strategies based on audience analysis and knowledge of the right channels
- Identifying opportunities to engage employees working in a hybrid environment at different levels in creative and interesting ways
- Building and maintaining stakeholder relationships and acting as a trusted advisor at all levels
- Analysing and presenting complex information in an engaging way
- Providing specialist guidance on best practice approaches to gathering and reporting on employee engagement and survey insights
- Strong communication experience, including good written and presentation skills
- An ambitious and proactive approach to communications and engagement planning with an emphasis on storytelling, change stories and creating consistent narratives

- Communications and issue management e.g. handling sensitive organisational issues/other internal stakeholder audiences
- Critical thinking in evaluation, understanding what has worked and what hasn't, and the ability to identify creative solutions to our area of work

You will be able to

LEADERSHIP & MANAGEMENT

- Engage with colleagues and stakeholders to generate commitment to goals and ensure delivery
- Be a flexible and confident manager who role models the Fund's vision and principles every day
- Identify individual and team strengths, addressing development requirements to deliver objectives
- Develop a positive working environment that supports others to be engaged and feel empowered to succeed

BUILDING GREAT RELATIONSHIPS

- Build positive relationships and networks inside and outside the Fund to support delivery of objectives
- Demonstrate advanced communication skills including networking, negotiating, and presenting to a range of audiences
- Question and listen to understand customer and stakeholder needs, identifying common themes which support your decisions and actions

PERSONAL RESPONSIBILITY

- Prioritise and role model continuous learning and self-development, seeking out feedback to improve own and team performance
- Remain confident and calm under pressure, and have a positive influence on others during times of change
- Actively seek out work and challenge and drive the delivery of own and team objectives, supporting and encouraging others to do the same

DELIVERY

- Readily share learning, insight, skills and resources to support business activities
- Use technology to create a better service for customers and stakeholders
- Gather, analyse and interpret data and information to inform decisions about your own work and the work of the team
- Understand and interpret the internal and external context when managing and planning business activities
- Monitor governance arrangements, providing solutions to risks and issues and ensuring lessons are learned for future work

Our mindset

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things

Internal Engagement Manager

- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

Your job family is	Operational Delivery	Your directorate is	Corporate Services
Your mode of working is	Office/Hybrid	Your role template is	Manager