

Job Description

Job title	Engagement Manager
Department	Communications & Engagement (within the People and Culture team)
Reports to	Head of Communications & Engagement
Nominated Deputy	N/A
Direct Reports	N/A
Primary Location	63 St Mary Axe, London EC3A 8NH / Remote working from home

Overview

MTR Elizabeth line is an industry-leading train operator, bringing together the very best expertise to transform travel across London. Our purpose is to transform rail journeys in London, proud of our unique contribution to keeping our city moving. We have been recognised and rewarded for representing the communities we operate in and are proud to offer a culture that inspires, empowers and develops all colleagues.

MTR Elizabeth line is an equal opportunities employer. Our recruitment and selection policy attracts and ensures the highest quality candidates are appointed using objective job-related criteria.

Role Overview

Internal engagement is a key priority at MTREL. Reporting to the Head of Communications & Engagement, the Engagement Manager will manage the development and implementation of MTREL's strategic engagement plan. Following the recent introduction of a refreshed culture programme including a new company-wide recognition approach, the Engagement Manager will manage a programme of engagement activities to strengthen culture-related initiatives and to grow internal engagement.

They will sit within the Communications & Engagement team while developing strong relationships and working closely with the HR Business Partners and Culture Lead on relevant projects.

Main Responsibilities

Responsibilities will include the management of a number of high priority engagement projects including (but not limited to):

- Working with the Culture Lead and Communications Project Co-ordinator to support the implementation and ongoing management of MTREL's Recognition programme including:
 - Overseeing the Management of the Reward Gateway platform
 - Creating buy-in from line managers re their responsibilities to support elements of the recognition programme
 - Working with key internal stakeholders to manage MTREL's annual award event 'Celebrating You'
 - Supporting the recognition outputs following the quarterly Hero of the Day awards, working closely with the Internal Communications Manager and Safeguarding Manager.
- Supporting the Culture Lead with various Culture-related initiatives including:
 - The management of the internal online Culture hub (including updates and additional videos to be created showcasing our values).
 - Supporting the Culture Ambassador team and facilitating workshops and training as needed
- Management of Employee Engagement surveys (pulse and annual) via the Peakon platform and the annual engagement survey report to TfL. Working with the Executive team, HR Business Partners and Communications Project Coordinator to grow participation rates, oversee internal results reporting and action planning, and defining clear outcomes to be

<p>achieved and measures to evaluate success and inform future approach. Working with the Communications team to share results with the wider business and drive greater engagement.</p> <ul style="list-style-type: none"> • Play a lead role in developing and managing an integrated approach to MTREL’s charity, community relationships and sponsorship activities in collaboration with colleagues from the Customer Experience team (including the Community Ambassador team and Safeguarding Manager) and the Communications & Engagement team. Supporting and contributing to wider industry-led initiatives, such as Routes out of Homelessness. • Working with the Head of Communications and Engagement and the Internal Communications Manager to deliver purposeful communications in support of MTREL’s business and engagement strategy and key engagement activities. • Providing ongoing strategic engagement guidance to support individual business areas as required. 	
Skills Required	
Education	<ul style="list-style-type: none"> • 5 years+ relevant HR/Engagement, Communications or Charity experience. • Preferably degree-level qualification in a relevant field such as Communications, HR or Organisational Development.
Competencies	<ul style="list-style-type: none"> • Experience of implementing employee engagement strategies and programmes (ideally including recognition). • Robust understanding of how to grow and maintain high levels of engagement, and up-to-date with the latest industry trends regarding culture, engagement and recognition. • Able to recognise diverse stakeholder needs and translate these needs into actions that build trust and understanding, change perceptions and improve relationships. • Outstanding written and verbal, as well as numeracy and analytical skills. • A confident communicator, with keen attention to detail and a highly organised, methodical approach. • Excellent interpersonal skills, professional and approachable with the ability to form strong relationships with colleagues across all levels of the organisation and with external parties. • Strong organisational skills and ability to manage and prioritise multiple projects. <p>Desirable (but not absolutely necessary) competencies:</p> <ul style="list-style-type: none"> • Experience in planning, managing and delivering engagement activities / events. • Familiar with using online platforms to manage employee engagement surveys and/or recognition management. • Confident presenter and facilitator.
Personal Qualities	<ul style="list-style-type: none"> • Extremely organised with a can-do approach and excellent problem-solving skills. • A strong work ethic with a positive attitude to inspire colleagues and encourage high-standards of professionalism. • A high level of emotional intelligence and self-awareness with an ability to influence and facilitate positive outcomes sensitively. • Able to develop rapport, trust and great working relationships with all colleagues in a multicultural work environment. • An adaptable self-starter and natural collaborator. • Highly motivated with a positive attitude and ability to navigate change and identify solutions. • Excellent listening and organisational skills.

	<ul style="list-style-type: none"> • Possesses a capability to manage complex information and changing deadlines. • Highly proactive and resourceful. • Responds well to change and able to adjust quickly to ongoing business requirements in order to deliver to the highest standard. • Creative and curious with a willingness to learn and, in particular, to master new and evolving technology. • Enthusiasm to develop personal and professional skills and expertise.
Health and Safety Requirements	
Safety Critical Post	No
Key Safety Post	No
Medical Requirements (A: Advanced / B: Basic / F: Full)	B

Job Description prepared by	Chalese Bellamy, Culture Lead Rebecca Channon, Head of Communications & Engagement
Job Description authorised by	Alison Bell, People and Culture Director

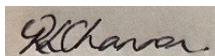
Line Manager

I have briefed the post holder and nominated deputy (if applicable) on the job description and associated accountabilities contained within it:

Name (Print): Rebecca Channon

Position: Head of Communications & Engagement

Signature:



Date: X month 2021

Post Holder

I acknowledge receipt of the Job Description for my role and associated accountabilities contained within it:

Name (Print):

Position: Engagement Manager

Signature:

Date: X month 2021



**Excellent
Service**

We take pride in delivering outstanding performance and best-in-class interactions with customers and colleagues.



**Mutual
Respect**

We're open, inclusive and collaborative with each other and customers, drawing on people's unique perspectives to build trust.



**Value
Creation**

We challenge the status quo and set new benchmarks by creating an environment where innovation thrives and potential is realised.



**Enterprising
Spirit**

We take responsibility for the changes we seek, taking the initiative, anticipating needs and exploring new possibilities.