Coordinate and support the Inclusion and Organisational Culture team to deliver colleague and customer engagement.

Full-time & hybrid working with a minimum of 2 days a week in our Hatherton Street office, with the flexibility to increase as required, to support the work of the Inclusion Team.

**What are my key responsibilities?**

To coordinate, support, and deliver events, project groups and engagement activities in line with Inclusion Team priorities.

To be responsible for the creation and content of our digital engagement platforms to create an engaging and inclusive online environment for customers and colleagues to be involved.

The creation of colleague and customer surveys, and other participation and evaluation methods, using accessible approaches and formats to influence engagement.

To support colleagues and customers in their participation of engagement programmes and capture feedback to measure impact.

To support customers and colleagues with access to online services and liaise with external partners to resolve any problems.

To capture and utilise data, producing reports relating to levels of engagement and participation.

To be the face of engagement that creates a warm and inclusive environment to reach underrepresented colleagues and customers.

**Relationships**

You report to the Colleague Engagement and Wellbeing Manager and support the Customer Engagement and Inclusion Manager.

You are required to develop and maintain effective working relationships that will enhance service delivery, working collaboratively with teams in their designated area of responsibility and the wider organisation.

You will work with and support partners to coordinate training and development of our services to customers and colleagues.

**Role Requirements:**

To be successful in this role, you will need:

* Experience in facilitating events, groups and/or workshops.
* Experience in creating engaging content for online platforms.
* Experience in building surveys that set the right tone to engage participation.
* Experience in delivering community and/or workplace projects and initiatives that support inclusion and diversity.
* Knowledge and experience in supporting groups and enabling capacity building.
* Experience in consulting with key internal and external stakeholders.
* Ability to work in a fast-paced and agile environment.
* Empathetic approach and understanding of equality, diversity, and inclusion.
* Ability to work with a diverse group of people, including minority or marginalised communities or groups.
* The ability to build excellent relationships with a diverse range of colleagues, customers, communities, partners, and groups.
* The ability to communicate effectively with individuals and groups.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |