

MEMBER ENGAGEMENT AND REWARD CONSULTANT

Hours:	0.6FTE – 1.0FTE
Location:	Home-based (with extensive UK travel to client organisations)
Responsible to:	Chief Executive
Work with:	ECC team, member and client organisations (incl. universities and colleges), sector partners

Main purpose

To build effective ongoing client (including ECC members) relationships by providing information, advice, support, consultancy, training and facilitation.

To contribute to positive engagement with clients, professional bodies and relevant sector representatives by liaison, networking and the development and promotion of ECC and its products and services.

Key accountabilities

1. To build and maintain relationships with ECC clients, working remotely or at client premises and meeting venues across the UK. To maintain ongoing relationships with a defined group of ECC member organisations.
2. To provide client organisations with ECC products and services, designing and delivering tailored solutions to meet needs. This includes specialist and expert guidance and advice, support, consultancy, training, client networking and liaison events, knowledge transfer and facilitation in relation to pay and reward, people management and related issues to ensure a robust and compliant approach that may impact on the reputation of ECC.
3. To contribute to the design and development of promotional materials and design and delivery of events and consultations to facilitate increased awareness and uptake of ECC products and services.
4. To contribute to the preparation, planning and delivery of new business proposals, project tenders and work scoping to recruit new clients and increase service uptake by existing clients.
5. To gather, research and share market intelligence with colleagues, identifying new areas of activity or developments likely to impact on client needs and opportunities for ECC product and service development.
6. To lead and/or contribute to the development of ECC's existing or new products and services including ECC's approach to best practice, consultancy, training and events.
7. To carry out research and investigation to inform the development of existing or new products and services, and to update existing knowledge and guidance.
8. To scope and manage own work and projects, producing and delivering project plans.
9. To play an active and collaborative role in ECC, supporting team members with joint projects and exchanging ideas, evidence and intelligence.
10. To contribute to ECC's strategic, operational and resource planning and implementation, where appropriate monitoring outcomes and targets and providing feedback.

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11. To facilitate own and colleagues' development and induction by sharing information, legislative guidance and professional practice and resources; and by leading or contributing to the organisation and running of appropriate activities to improve service and operational quality.

12. To independently carry out administrative tasks (eg. record keeping, recording work delivered and making expenses claims) necessary for the smooth running of ECC and effective client engagement.

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Role Requirements

Role element	Requirements
Communication	<p>Explain complex technical concepts and legislative requirements to those from a range of different backgrounds, abilities and seniority, including those new to the area or developing their skills.</p> <p>Provide guidance and advice to clients and ensure they use ECC products and services to meet quality and compliance standards.</p> <p>Support the promotion of ECC and its products and services to existing and potential clients through contributing to or leading design of materials and website and through delivery of events.</p> <p>Design learning objectives and materials, and deliver training activities to potential, new and existing clients with varying levels of knowledge and experience.</p> <p>Contribute content for ECC publications, training and learning guides for a range of different backgrounds and abilities for use in events and in consultancy projects.</p> <p>Lead or support the design, planning and preparation of proposals and responses to invitations to tender.</p>
Teamwork and Motivation	<p>Play an active and collaborative part in the ECC team, leading strategic and operational projects as part of strategic delivery of ECC business.</p> <p>Lead and / or contribute to strategic and operational areas of work within ECC.</p> <p>Lead projects or areas of work, some of which have organisational significance, with colleagues from client organisations.</p> <p>Participate in the sharing of best HR practice, experience and materials within the ECC team.</p>
Liaison and Networking	<p>Initiate, build and maintain regular contacts with clients to establish productive working relationships to ensure they use ECC's products and services effectively to maximum potential.</p> <p>Liaise and network with other agencies with whom ECC has relationships to cement collaborative working, influence their actions and promote the use of ECC products and services.</p> <p>Lead or contribute to project groups or governance within client organisations where required.</p> <p>Initiate, lead and facilitate client networking groups to develop relationships, promote ECC and its products and services, and facilitate exchange of information, experience and ideas.</p>

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Service Delivery	<p>Provide HR and people management solutions through consultancy and training, tailoring approaches to meet client needs and / or in anticipation of new trends and challenges.</p> <p>Respond to and proactively approach clients to customise services to secure assignments and negotiate details of projects.</p> <p>Gather feedback from work with clients, experience and other sources to support the development of ECC's products and services.</p> <p>Contribute to the design and development of new services to meet clients' changing needs.</p>
Decision Making	<p>Make independent decisions affecting nature and scheduling of own areas of work, client work assignments, and delivery of events that may impact outside ECC.</p> <p>Participate in team decisions within ECC about business plan progress and strategic development.</p> <p>Participate in decision making collaboratively within client organisations (including senior managers, HR teams and other staff groups), providing professional guidance regarding best HR practice and compliance.</p> <p>Contribute to and influence decision making within client organisations (including senior managers, governance bodies and project groups) by providing professional guidance and advice.</p>
Planning and Organising	<p>Plan own work to deliver agreed outcomes, deadlines and resource commitments.</p> <p>Negotiate, scope, design and deliver client projects (ranging from straightforward to complex bespoke) to deliver agreed project outcomes, deadlines and resource commitments.</p> <p>Contribute to the development of ECC's strategic, business and operational plans.</p> <p>Lead and / or contribute to ECC's planning and organisation of events and consultancy projects.</p> <p>Take responsibility for the scoping, planning and delivery of ECC development projects or specific areas of work as required.</p> <p>Respond to changes in workflow peaks and troughs, and plan work, travel and other commitments to meet client needs.</p>

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Initiative and Problem Solving	<p>Use diagnostic approaches to develop appropriate project briefs and services to meet clients' needs.</p> <p>Identify and recommend ideas and methods for developing and improving ECC's services and products.</p> <p>Resolve client queries (ranging from straightforward operational to more complex strategic or novel issues) relating to knowledge and use of ECC products and services and HR practice using own expertise and without reference elsewhere.</p> <p>Deal with complex problems, analyse problems to identify their cause and take action to prevent recurrence.</p> <p>Assess and solve unforeseen problems during training or consultancy delivery (eg. dealing with challenging delegates or misinformation from client staff) that could potentially disrupt learning for other delegates or adversely affect decision making.</p>
Analysis and Research	<p>Obtain feedback from clients about ECC products and services and emerging needs for analysis within ECC.</p> <p>Use appropriate analytical tools and provide reports to identify service take-up and client needs, and contribute to evaluation exercises.</p> <p>Provide clients with reports ranging from straightforward role analysis reports to more complex pay reviews and business intelligence to inform decision making.</p> <p>Occasionally design methods to capture data for analysis where data is not readily available.</p> <p>Keep abreast of developments in the field and sector, gather intelligence and synthesise findings to inform the development of products, services and business planning, and to influence relationships with other agencies.</p>
Sensory and Physical Demands	<p>Use appropriate software and hardware eg. job evaluation / role analysis software using developed keyboard skills, set up ICT for own use, use equipment such as data projectors.</p> <p>Required to spend significant time travelling to ECC meetings and events, and to client premises across the UK.</p>
Work Environment	<p>Work in a variety of office, seminar and training environments which are usually stable and controlled.</p> <p>Understand and carry out own risk assessment for the set up and operation of suitable home working environment, and for planning and undertaking travel.</p>

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Pastoral Care and Welfare	<p>Be aware when others are struggling and be a supportive colleague, offering support and advice where necessary.</p> <p>Provide pastoral care to staff in client organisations when dealing with sensitive issues eg. meeting staff as an external verifier for an appeal or grievance claim about staff grading, or in supporting client HR teams in restructuring.</p>
Team Development	<p>Contribute to the induction and training of new staff.</p> <p>Play an active part in the team by developing and designing learning activities, sharing ideas, and supporting the learning of colleagues and the development of the team.</p>
Teaching and Learning Support	<p>Regularly, plan, design and deliver presentations and demonstrations to staff within ECC, at regional and national workshops, networking groups and within client organisations. Tailor professional source material and designing own content to suit the audience at a range of levels of backgrounds.</p> <p>Identify learning needs, write learning objectives, design and plan individual or series of training and learning activities, providing handouts and learning materials and mentoring and coaching where necessary to staff in client organisations.</p> <p>Assess learning needs and learning progress in training and learning sessions, and provide feedback to clients regarding the planning and delivery of ongoing training and professional development.</p>

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Knowledge and Experience	<p>Sufficient knowledge and experience of people and organisational management and development practice, methodology and legislation to enable accountabilities of job to be delivered.</p> <p>Required to keep professional knowledge and expertise up to date to enable accountabilities of job to be delivered, with demonstrable commitment to CPD.</p> <p>Expert role analysis and job evaluation practitioner, with evidence of having implemented and delivered rewards solution within an organisation using credible job analysis and evaluation products.</p> <p>Experience of working independently as a professional advisor or consultant to deliver successful business solutions.</p> <p>Experience of influencing peer groups and staff from professional bodies, networks and groups.</p> <p>Experience of working with recognised trade union, worker and employee groups when negotiating changes to patterns of work and job design (desirable).</p> <p>Willing and able to travel throughout the UK. Current UK driving licence with access to own car for business use desirable.</p>