

CANDIDATE PACK

Organisational Development Engagement and Wellbeing Lead

People, Culture and Wellbeing

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Organisational Development Engagement and Wellbeing Lead

Reports to: Associate Director – Organisational Development

Department: People, Culture and Wellbeing

Grade: NG7

ROLE PURPOSE

As a key member of the People, Culture, and Wellbeing (PCW) team, you will lead the universities Wellbeing and Engagement plan to deliver our People Strategy and will be responsible for health and wellbeing, employee engagement and developing people so they can be the best possible version of themselves at work.

Reporting to the Associate Director Organisational Development, the post-holder will provide a full range of colleague experience and engagement initiatives in support of ongoing cultural change across Colleges and Professional Services Departments.

PRINCIPAL ACCOUNTABILITIES

1. Play a pivotal role in supporting the Associate Director Organisational Development culture and wellbeing on key initiatives, including Organisational Design, Employee Engagement, and Wellbeing programs. This involves actively contributing to the design and implementation of strategies that enhance the University's structure, improve employee engagement, and promote overall colleague wellbeing, using a collaborative approach to ensure a cohesive alignment of various OD initiatives, fostering a workplace culture that values both professional growth and colleague satisfaction.
2. To lead on the development, implementation and delivery of colleague employee engagement survey, and other relevant employee engagement and 'pulse' surveys. This will include but not limited to; pre survey engagement, result analysis, presentations from board to colleague level and supporting directorate managers to formulate and implement action plans to improve results.
3. Develop, manage and oversee the employee awards/recognition program, which will involve high level coordination of events and associated tasks to ensure smooth running of Awards, and ensuring any recognition programs remain aligned to our values of sustainability, diversity and inclusion.
4. To produce, maintain and deliver against project plans relating to Health, Wellbeing and engagement initiatives, taking into account dependencies across the University and People Strategy deliverables.
5. Working in collaboration with the EDI Officer, SHW colleagues and OD Manager to identify, develop and lead on the development and delivery of a programme of inclusive activities, workshops, and events that actively promote



mental resilience, positive mental and physical health and wellbeing across the organisation.

6. Working alongside SHW Colleagues, utilising and analysing People data to identify wellbeing issues and trends to inform continuous improvement of the strategy.
7. Working with other internal teams to communicate wellbeing initiatives and activities through the appropriate channels, including working with Resourcing and Reward on recognition and wellbeing benefits and programmes.
8. Embed health and wellbeing awareness and support materials into a range of learning and other initiatives for managers and teams across the University in collaboration with the OD Manager.
9. To be an active member of the Health and Safety Committee participating in discussions and supporting and incorporating recommendations.
10. Undertake any other duties within their competence as directed by the Associate Director Organisation Development from time to time.

CONTEXT

The World and Higher Education are changing faster now than at any other time and we cannot always individually or collectively alter this. However, we can choose to welcome this and by taking a progressive and different approach to how we all work together and support each other, by finding time to talk when the pressure is on and by channelling our energies into our longer-term strategic goals, we will focus, prioritise and mitigate the impact on us all.

We are located at the heart of London – a global city – and we should embrace the unique opportunities that this can bring to our students, colleagues, partners and to our wider reputation.

Our collective energies will be realised to ensure that we improve the student and colleague experience; this is our key focus and at the heart of all that we do. Recognising the power of colleagues working in a collaborative, supportive and accountable way will be the key to our collective success. Our values describe the behaviours that define Being Westminster.

Our Values

Progressive

We look forwards, anticipate what's changing and embrace the new with energy and imagination.

Compassionate

We are thoughtful and sensitive, supportive and encouraging, making the time to talk, especially when the pressure is on. As a University community we are inclusive and united, careful to consider what enables each and every one of us to play our part.

Responsible

Individually and collectively, we take responsibility for our actions, work to the highest ethical standards and help each other to always do the right thing.



These values and the supporting behaviours are important to us because they define who we are, how we do things, why we choose to be at Westminster. They are shared by our students, colleagues, graduates, stakeholders and supporters. They underpin our promise to students and colleagues.

The University requires all colleagues to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

DIMENSIONS

This is a professional post with management responsibility for the Organisational Development function. The post holder will therefore be able to make a significant impact on university development costs, the implementation of Being Westminster and the People Strategy in particular, the University culture through the EDI and wellbeing agendas.

Direct Reports: None

KEY RELATIONSHIPS

- Heads of College
- Heads of Schools
- Professional Services Directors
- Head of CETI
- Head of LIDE
- Chair of the EDI Committee and its members
- University managers at all levels
- External Providers of OD
- Internal Communications team
- PCW Colleagues



PERSON SPECIFICATION

The People, Culture and Wellbeing department needs skilful, flexible, adaptable, team players, who are creative and resilient, as well as persuasive and empathetic. You will have the personal credibility to work with University managers and academic colleagues. Experience of working on cultural change initiatives and a practitioner's understanding of line managers needs in change contexts are key to the knowledge base required. You will be comfortable working both in a tightly knit team, and individually, on a discrete portfolio of work. You will be expected to be diplomatic, courteous and helpful at all times and to exercise professional discretion to keep any sensitive information to which you have access, confidential always. You will also be expected to 'model' a customer centred approach and a commitment to personal and professional development. Success will depend on bringing about attitudinal change through; patient, persistent, effort using strong advocacy skills; the ability to work with managers at all levels; the courage to challenge the status quo, where needed; the deployment of a range of specialist tools and techniques and highly developed interpersonal and organisational skills.

QUALIFICATIONS

Essential

- Relevant first degree or equivalent demonstrable experience (in Healthcare/Counselling/CIPD with the ability to demonstrate specialist knowledge of employee health and wellbeing initiatives and practice).
- A relevant specialist qualification or equivalent experience of delivering on- line and off-line communications activity gained in a work environment.
- Evidence of CPD through development activity undertaken in areas relevant to the remit of this role

EXPERIENCE AND KNOWLEDGE

Essential

- Previous experience of successfully leading on a range of health and wellbeing and engagement projects within a large organisation.
- Experience of design and delivery of wellbeing development/engagement programmes of work.
- Understanding and experience of evaluation and assessment of impact of development programmes and engagement activities.
- Evidence of practical project management skills - managing outcomes, results and keeping key stakeholders informed and consulted to meet agreed deadlines, and systematic planning and budgeting of resources and prioritising actions.
- A wide range of knowledge and understanding in leading stakeholder engagement groups and experience of applying this in practice.
- Proven experience leading on employee engagement surveys or similar initiatives, ideally with experience of increasing uptake and taking forward survey actions and outcomes.
- Experience delivering on recognition and/or award initiatives across a large organisation.



- Proven experience successfully delivering workshops and/or events in the area of wellbeing or similar.
- Experience of data analysis and reporting using a range of systems and applications.
- Proven track record effectively using a range of communications tools and channels, including digital media platforms.
- Successful experience of working well with a range of partners at a strategic and operational level, including the ability to facilitate discussions with individuals and groups and recognise the importance of inclusion and respecting individual needs and differences when working with diverse groups of people.
- Experience of preparing presentations and documents for communicating to a range of audiences and purposes.
- Proven experience successfully working in partnership with Leaders and Managers to drive and implement change initiatives.
- Excellent organisational skills with the ability to manage own workload and work independently. To effectively respond to multiple priorities / deadlines; and supervise the workloads of team colleagues and delegate tasks as appropriate.
- Relevant knowledge of up-to-date OD and learning strategies, evidenced by a working knowledge of the latest research and trends into design and delivery and evidence of applying this knowledge in practice.
- A working knowledge of Diversity, Equality & Inclusion legislation and how it impacts people and cultures in the working environment, ideally, but not necessarily exclusively, in a Higher Education context.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Well planned and organised, both personally and as a team member, with the ability to set out clear plans and objectives to deliver timely results.
- Effective interpersonal and communication skills (oral and written); advocacy, public speaking and presentation skills.
- Ability to work under pressure and respond effectively to change and unexpected circumstances.
- Exceptional customer and stakeholder focus.
- Confident and effective with people at all levels i.e. building effective relationships; facilitating discussions with individuals and groups; dealing sensitively, patiently and diplomatically with complex and emotionally charged situations; courage to challenge the status quo and articulate contra arguments.
- Practical skills i.e. project management, personal organisation, and planning, planning and budgeting of resources, prioritising, report writing, note taking; work under pressure to tight deadlines; balance between quality of results and process.
- Strong knowledge and understanding of health and wellbeing issues.
- Project management, delivery, and monitoring/evaluation
- The ability to multitask with a flexible attitude and readiness to adapt swiftly to change.
- Excellent time keeping and time management skills.
- Compassionate and inclusive leader, team player and responsive to the needs of colleagues.
- Fully committed to creating a stimulating learning and



working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

- Open to new ideas & change and actively promotes new ways of working.
- Driven to deliver on organisational objectives and have a strong drive for improving performance.
- Comfortable with leading and working both in a tightly knit team, and individually on a discrete portfolio of work.
- Collaborative approach to working and delivering results.
- Preference for openness and transparency.
- Positive about the benefits of change.
- Comfortable with ambiguity and rapidly changing agendas.
- Flexible, adaptable and resilient.
- Persuasive and empathetic.
- Tactful and diplomatic.
- Patient and persistent.
- Self-confident.
- Self-motivated and enthusiastic.
- Efficient and reliable.
- Takes personal accountability.

OTHER INFORMATION

- Willingness to work long hours on occasion
- Willingness to travel to attend courses and conferences, occasionally involving overnight stay.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 01 January 2025.

Interviews will take place on 08 January 2025.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

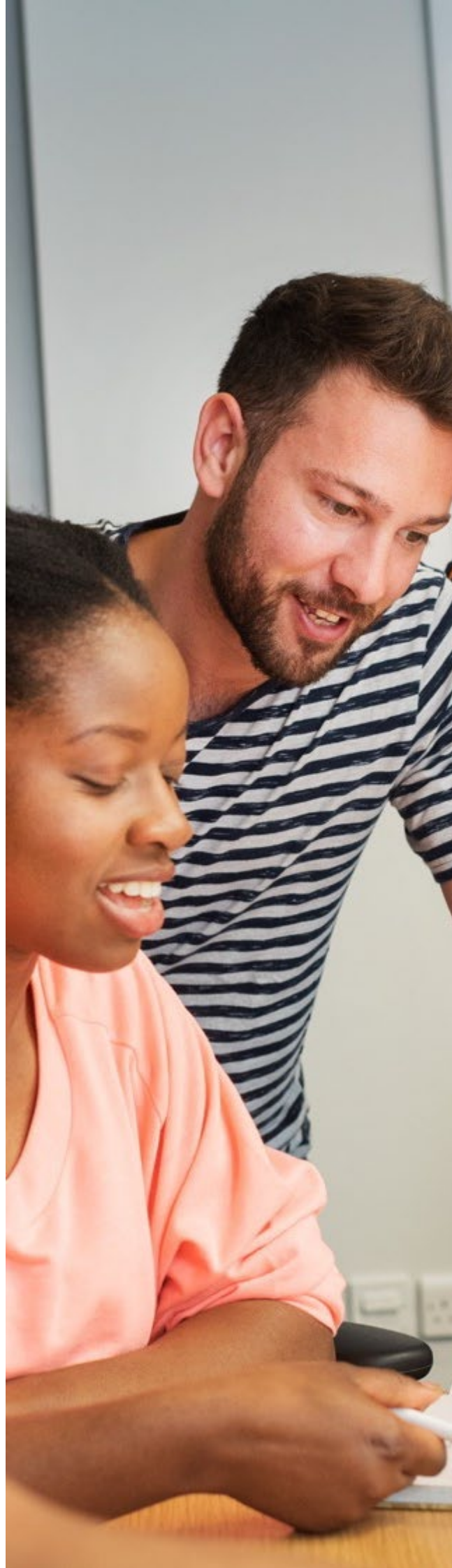
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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