

Culture and engagement officer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Culture and engagement officer

Position in the organisation

Reports to the Culture and Engagement Manager

Member of our Internal Communication and Engagement team

Part of our People directorate

This role does not have any direct reports

This role involves managing volunteers

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

This role provides an exciting opportunity to enhance the employee and volunteer experience in one of the most dynamic and fast-growing charities in the sector. This role is critical in listening to our people, analysing data, and managing our Employee Forum and Volunteer Advisory Panel, all helping to deliver our ambitious strategy, Help and Hope.

The applicant will need strong communication, influencing, analytical, project management, and facilitation, along with experience of working in a large, complex organisation.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Ensuring the smooth running of the Employee Forum* and Volunteer Advisory Panel** and the effective communication of their influence. Responsible for the facilitation and co-ordination of both groups.
- Managing the annual election process for the Employee Forum and VAP.
- Ensuring the local and Society-wide Employee Forums are communicating effectively with employees and managers.
- Delivering our regular employee and volunteer engagement surveys and pulse surveys. Responsible for supporting the end-to-end survey process - collecting and interpreting data, communicating effectively, acting upon results, to make sure our work is informed by our people
- Collate and interpret various feedback/evaluation results (verbal, written and statistical). Work well with data and be able to summarise, theme and present data in a way that is easy to digest and provides clear indicators and recommendations for changes and development.
- Produce accurate copy, in line with house style, for a range of internal communications including bulletins, briefings and the intranet (Arena) related to the post holder's main areas of activity
- Influencing others to act. At all levels, in all stakeholder groups, and uniting people around our culture. Designs and delivers engagement activities and interventions to ensure active engagement the culture development plans.
- Build and manage proactive relationships with all levels of employees and volunteers, leaders, managers and key communicators to influence their work to support our values and culture.

- Able to resolve problems outside the routine and day to day, by drawing on prior experience and professional knowledge, and seeking input from line manager
- Comfortable dealing with some ambiguity and making informed judgements
- Day to day operational autonomy, prioritising and managing own workload and exercising professional judgment in when to refer upwards

*The Employee Forum represents employees across the Society. Our members are nominated and elected locally and meet regularly in local Employee Forums to share the views and ideas of their colleagues with relevant managers. Managers will seek the Employee Forum's opinion on key decisions, helping to shape the strategic direction of the Society.

** The Volunteer Advisory Panel (VAP) is a senior representative group of volunteers established to constructively challenge and support the organisation with our strategic direction, particularly decisions impacting volunteers.

We are looking for someone who can...

- To adhere to all the Alzheimer's Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients, supporters, employees and volunteers remains confidential.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To be responsible for undertaking core learning for the role
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society
- To be responsible for individual wellbeing, with the support of your manager
- To be inclusive and respectful of the experiences and knowledge of all volunteers, employees and people affected by dementia

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience of communicating and engaging different audiences, of different levels, different sized groups and through different channels (including face-to-face and virtual)	A/I
Experience of supporting or coordinating groups in a governance structure (e.g. senior/leadership groups, elected member groups or Unions)	A/I
Experience of managing surveys or other feedback mechanisms, including the end-to-end delivery process and evaluation and presentation of data	A/I
Extensive experience of collating information and feedback and presenting findings and recommendations in engaging reports and presentations for a range of audiences	A/I
Experience of setting up engaging face-to-face and virtual events, and running collaborative, interactive events	A/I
Proven experience of managing complex, organisation-wide projects (ideally in a remote-first environment)	A/I
Experience of working with senior stakeholders to deliver projects	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves	A/I
Be a self-starter and incredibly motivated – always looking at ways things can be improved	A/I
Good interpersonal and communication skills	A/I
Excellent organisational, prioritisation and timekeeping skills	A/I
Excellent analytical and documentation skills	A/I
Excellent attention to detail	A/I
Non-judgemental communication	A/I
Commitment to and understanding of equal opportunities	A/I

Understanding of the inclusion agenda and its relevance within a diverse society	A/I
An understanding of the needs of people with dementia and their carers	A/I

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Criminal Record Check

This post may be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). Please select the level of Check required for this role:

Basic ☐

Enhanced ☐

Not Applicable ☒

Candidates - If you require further information regarding Criminal Records Check, then please contact: **careers@alzheimers.org.uk**

Hiring Managers - If you require further information regarding Criminal Records Check for this role, then please contact: **Employeesupport@alzheimers.org.uk**

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave