

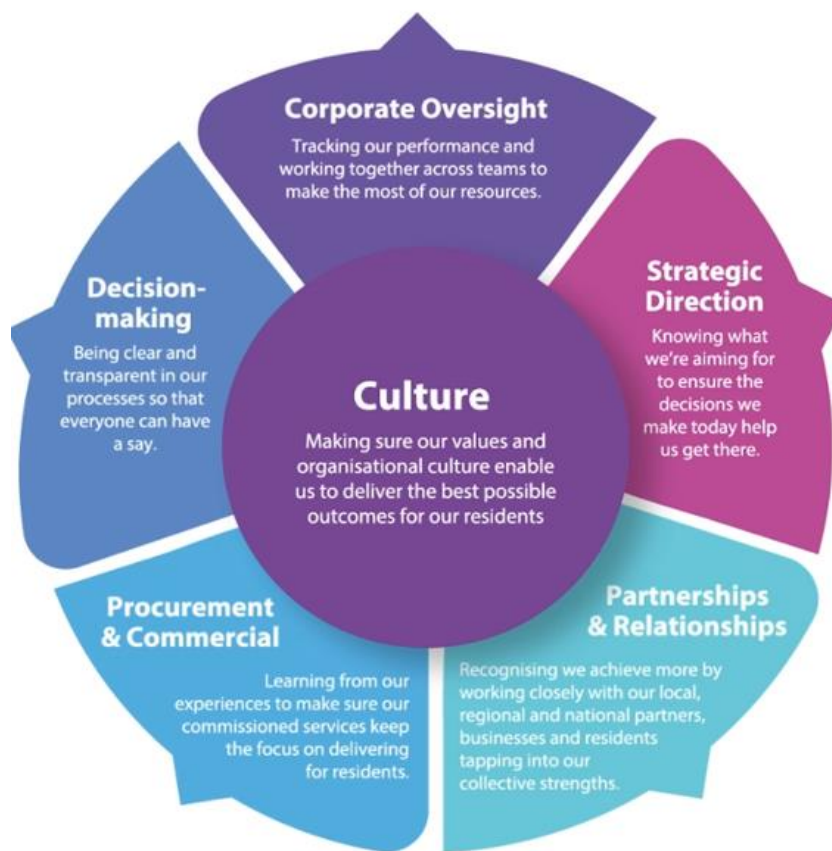


Appendix C. Culture Champion Role profile

Engagement and Culture Champion Role Profile

Background

Sandwell Council have recognised that organisational culture sits at the heart of our improvement plan as well as being a key driver for Employee Engagement.



We are seeking the support of employees, as champions, who are committed to making a difference to the way we work at Sandwell and can support us on our improvement plan journey.

The journey starts with us engaging our biggest asset, our employees, to understand our current culture and how we would all like it to be in the future.



Purpose of Champions

- To facilitate employee listening groups across the Council to give us a deeper understanding of the current culture by seeking employee views
- To gather ideas of how employees would like the culture to be in future
- To capture ad hoc feedback during your day to day work by seeking to understand any negativity arising
- To collate feedback from listening groups to show the “as is” culture and the desired “to be” culture

Engagement and Culture Champion profile specification_

Champions should be people who have natural credibility and are able to influence others, i.e. someone that others choose to follow.

To be a champion you need to:

- Be confident to facilitate small listening groups with employees to gather feedback
- Be positive, approachable, energetic, and enthusiastic about making Sandwell a better place to work
- Have good communication skills with the ability to listen carefully to what’s being said, capturing the key points from the discussion so that you can relay the feedback of colleagues
- Be impartial and non-judgemental of the views of others
- Be open to new ways of working and embrace change with the tenacity to keep going and overcome negativity when necessary
- Be trusted and respected by colleagues

The benefits of becoming an Engagement and Culture Champion

- Take on a new challenge
- Undertake training and learn new skills
- Continued Professional Development
- Network with new colleagues
- To be part of the change in organisational culture across the Council

What will you be doing during phase 1?

- Undertake a train the trainer exercise
- Facilitate 3 x 90-minute listening groups to seek employee feedback
- Collate feedback from listening groups
- Act as a champion in your job role capturing ad hoc feedback by seeking to understand any negativity arising

When will phase 1 take place?

- Train the Trainer workshop August 15 or 1 September 2022
- Listening groups August / early September
- Feedback collated by mid-September





Next Steps

The feedback collated from the listening groups will be analysed to understand the desired “to be” culture across the Council. Our delivery partner will then review the findings to assess the values and behaviours that would support the achievement of this. We will share our findings with you as champions prior to commencing the next stage of this journey.

