# Colleague Engagement Lead role description

Purpose: The Colleague Engagement Lead (CEL) role supports effective Employee Voice[[1]](#footnote-1) within units (Schools, Services, College administration functions) of the University. The role supports the leader(s) of its unit in ensuring that all voices are heard, supporting delivery and response to colleague listening exercises, including though not limited to the Colleague Engagement Survey, and unit-specific work to promote greater colleague engagement such as delivery of survey action plans, supporting communications, community-building activities and sharing best practice between areas.

About this role description: ‘Core’, ‘Enhanced’ and ‘Plus are descriptions of the activities, and the examples provided are not intended to be definitive or exhaustive, although all CELs will cover some element of each of the three areas listed within ‘Core’. CEL roles and time commitments vary according to the priorities and context of their unit and are ideally agreed with local heads of unit. Beyond the ‘Core’ activities listed, this role description includes some of the varied ways in which a CEL role can be delivered. Time commitments listed are averaged across the year, and there will be peaks and troughs, particularly around survey-related activity.

## Core (up to 2hr/month)

* Understand (help analyse and interpret) survey results for local unit and support local leadership teams to develop action plans ​
* Support communications – feedback issues raised locally to support two-way dialogue, support cascade of information, encourage participation in dialogue activities including promoting colleague engagement survey​
* Work across the University – contributing to the Colleague Engagement Leads Network as a representative of their unit, including feeding back local insight into initiatives and consultations, and linking with other CELs to share ideas.

## Enhanced (up to 3.5hr/month)

As with Core, but adding (for example):​

* Support the delivery of survey action plans​
* Support local dialogue / listening activities
* Support efforts to help colleagues understand Values​
* Develop / refine planned communications locally​
* Join a task group to work on an engagement project (time limited).

## Plus (>3.5hr/month)

As with Core and Enhanced, but adding (for example):​

* Deliver local dialogue/ listening activities (e.g. themed focus groups, local pulse surveys)​
* Deliver additional communications and/or activities such as community building or wellbeing promotion
* Facilitate sessions with senior managers / Head of Unit​
* Support the onboarding of new joiners.

This role description will be accompanied by the Engagement Resource Pack (in development) which will provide further detail and supporting resources for the delivery of the activities listed.

Term limits and Selection process: There is no fixed term for CELs and no requirement to step down. The selection process for a new Lead is locally-led and varies by area, although ideally the head of unit will be involved.

While CELs represent their unit on the Colleague Engagement Leads Network (CELN[[2]](#footnote-2)), there is not a strict requirement for only one person to occupy the role per unit. Models deployed in different areas include having deputes, one CEL per job family within the unit, and a larger Engagement group or committee from which one member attends Colleague Engagement Leads Networks.

1. Employee Voice is one of the four enablers of employee engagement identified by MacLeod and Clarke’s 2009 review. It refers to having mechanisms in place offering different ways to have ongoing dialogue with colleagues in such a way that every voice is heard. See https://engageforsuccess.org/employee-voice/ [↑](#footnote-ref-1)
2. See Terms of Reference for the Engagement Lead Network [↑](#footnote-ref-2)