

POSITION DESCRIPTION



Manager, Experience & Engagement

POSITION DETAILS

Position Title	Manager, Experience & Engagement
Classification	Level HEW 9
Position Number	7004101
School/Office	People & Culture
Division	Senior Vice-President and Chief Operating Officer

POSITION PURPOSE

This role leads the development and execution of strategic employee engagement and experience initiatives that align with university goals, foster cultural alignment, and enhance experience across the employee lifecycle. It plays a critical role in driving organisational development, embedding values, and supporting culture transformation across the University. The role is responsible for strengthening connection, belonging, recognition, and employee voice through contemporary people experience practices and initiatives.

KEY ACCOUNTABILITIES

- Design and implement employee engagement strategies that align with university priorities and foster a values-driven culture.
- Facilitate transparent communication frameworks that connect staff with leadership and promote clarity of purpose.
- Develop recognition, reward and employee experience programs that celebrate staff achievements and reinforce desired behaviours.
- Collaborate with senior leaders, HR Business Partners and stakeholders to co-design culture and engagement initiatives, and employee experience strategies.
- Analyse engagement, culture, and employee experience data to inform strategic decisions and continuous improvement opportunities.
- Embed University values and behaviours through targeted engagement, communication, and cultural initiatives.
- Represent People & Culture in cross-functional projects and external partnerships to advance strategic outcomes.
- Lead initiatives that strengthen employee voice, belonging, wellbeing, and connection across diverse staff cohorts.

- Support the enhancement of employee lifecycle experiences, including onboarding, recognition, benefits, communication, and retention initiatives.
- Track and evaluate employee engagement and experience metrics, identifying trends and opportunities to strengthen organisational culture and staff experience.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential:

- Postgraduate qualifications in Organisational Psychology, Organisational Development, Human Resources or related field; or equivalent relevant experience.
- Extensive experience in employee engagement, organisational development, employee experience, and culture transformation initiatives. Demonstrated understanding of contemporary employee experience principles, including employee lifecycle design, recognition, belonging, and feedback culture.
- Experience translating employee insights and engagement data into practical organisational initiatives and improvements.
- Strong influencing and communication skills across diverse stakeholder groups.
- Demonstrated capability in leading change, change communication and cultural alignment initiatives.
- Experience with engagement tools (e.g., surveys, focus groups, pulse checks).

Desirable:

- Experience in higher education or public sector environments.
- Familiarity with contemporary recognition and reward frameworks.

KEY RELATIONSHIPS

- **Reports to:** Executive Director, Organisational Development & Diversity, Equity & Inclusion
- **Supervises:** Talent Management Associate
- **Key internal relationships:** Chief People Officer, People & Culture Leadership Team, Senior and Executive Leaders, HR Business Partners, Internal Communications
- **Key external relationships:** Consultants, specialist organisations, government departments

CHALLENGES

- Driving engagement during periods of organisational change and uncertainty.
- Aligning diverse staff needs with strategic priorities and cultural values.
- Translating feedback and data into actionable strategies that deliver measurable impact.
- Navigating complex stakeholder environments to build trust and influence outcomes.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity

Approved by: People and Culture

Date: June 2026