

Webinar

Flexible Job Design



Weaving flex into job design and the recruitment process

Date of event – 22nd May 2025

Speakers

We were delighted to be joined by:

- Stephanie Bean, Talent Acquisition Manager, Hill Dickinson LLP
- Rebecca Percy, Diversity and Inclusion Lead, E.ON

Our Top Takeaways:

Start with the right foundation

- Adopt a solutions-based mindset. If a request made is not possible, what else is available? There is flex in every role, but it looks different in every one. Shifting the focus to outcomes can help unlock flexible thinking.
- Trust is the ultimate foundation to high performing teams. Empower people to have autonomy in when, how and where they deliver, balanced with customer need.
- A prescriptive approach will be less successful for a workforce that has a range of role-types. Having a set of guiding principles, rather than a rigid system will work far better. Even within the same role, everyone's needs are different, and will vary over their working life, so a fluid approach can meet people's diverse needs.

Apply flexibility to recruitment

- Be as transparent as possible by making policies visible to candidates and signalling openness to flexible working by including the Happy to Talk Flexible Working.

- Emphasise a job's accessibility by including any initiatives such as returners schemes, sponsorship for those with limited rights to work in the UK, or just let people know they don't need to meet 100% of the requirements.
- Promote the other forms of support on offer to let candidates know the organisation puts their people first.

Use every opportunity

- Keep talking. Instigate avenues of communication where staff can troubleshoot if things go wrong, iron out misunderstandings and build better relationships.
- Very often managers hold the key to success, so give them the right tools and invest in their training, whether this be specifically about managing flexible teams, or more broad skills training that will empower them to have the right conversations.
- Utilise the onboarding process to instil the values of the organisation and establish any needs.

Prepare to fail

- Don't be afraid to experiment with new ways of working. All flexible arrangements take adjustment, and sometimes you won't get things right from the off.
- There will always be challenges, but there is much to be learnt from getting things wrong, so embrace the mistakes. Leaders sharing their learnings from wrong decisions can be powerful in shaping the culture.
- The biggest barrier is mindset, so persist. Keep coming back to the why – the risks and the benefits – and showcase examples of success to shift thinking.
- Start small. Implement less significant measures and build on them.