Organisational Development Manager job description

This job description is made up of two parts, a job description and a person specification. The table below sets out the job description for the Organisational Development Manager role.

Lambeth Council is an equal opportunities employer – in **all** our activities we strive to drive inclusion, eliminate discrimination, harassment and victimisation and advance equality of opportunity in the way we recruit and deliver our services. We will give due regard to equality and diversity when reviewing existing and developing new strategies, policies, services and functions to ensure that we:

• Provide excellent services

• Secure fair recruitment and flexible working practices

• Award contracts, and commission services through equitable and fair processes

Directorate:	Finance and Investment
Division:	Human Resources and Organisational Development
Department:	Organisational Development & Learning
Job Title:	Organisational Development Manager
Post No:	
Grade:	PO6
Director:	Director of Human Resources and Organisational Development
Hours:	09:00 AM – 17:00 PM Monday – Friday
Reports to:	Assistant Director of Organisational Development and Learning
DBS check applicable?	No
Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?	No
No of direct reports:	0
Number of indirect reports:	0
Budgetary responsibility:	

Job purpose:	To drive the Council's organisational development activity, and shape and delivering the council's workforce strategy.

Main duties and responsibilities

Operational Delivery

- Leads on workforce performance management across the Council, designing and implementing performance improvement initiatives (e.g., competency frameworks and 360-degree feedback processes)

- Develops and implements strategic workforce planning initiatives and works with Learning and Recruitment colleagues to build a plan to address these

- Design and implementation of employee engagement approaches, analysis of output and feedback to Council leaders to drive continuous improvement

- Taking an evidenced-based approach, design culture change interventions in alignment with the council's strategic goals, providing tools and support for Council use, alongside providing advice and guidance to Council leaders around desired behaviours and role-modelling

- Monitor trends and data related to organisation development using workforce analytics and qualitative data analysis, reporting insights to the Assistant Director for Organisational Development and Learning as well as leadership teams across the Council, identifying opportunities to enhance the learning and development offer

- Design and delivery of interventions to meet organisational develop needs identified in continuous improvement frameworks such as Investors in People and Healthy Workplace Charter to retain and improve accreditation status.

- Facilitate change and propel improvement through the development of staff surveys and other feedback mechanisms. Gain insights to enhance leadership and organisation culture, identify bottlenecks and support development through analysis, feedback and recommendations for action.

- Comfortably works within a whole system and advises on inclusive strategies for organizational change, transformation, and alignment such as learning organisation, collaboration and joint outcomes, innovation and feedback culture

- Fosters commitment, equity, diversity, and engagement based on an environment of trust, diagnosing underlying causes of inequalities, recommending and delivering organisation development strategies to address identified trends or issues.

Stakeholder Management

- Maintains strong relationships across the Council leadership to facilitate a clear understanding of strategic direction, performance, engagement or skills challenges

- Establishes effective partnerships with internal and external stakeholders including trade unions to facilitate a clear understanding of performance, engagement or skills challenges

- Works in collaboration and partnership with colleagues, responding to their unique needs and contributing to the delivery of key outcomes for the Council.

- Acting as an influential player, expert lead and adviser to colleagues, ensuring business strategy and key deliverables are achieved.

Value Creation

- Providing professional expertise and challenge that build organisational, departmental and people capabilities effectively.

- Driving forward the improvement of employee performance and the building of a strong and rigorous development culture.

- Developing the internal capacity of the organisation to be the most effective it can be in delivering sustained and improved outcomes for residents over the long term.

Flexibility

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

This is a description of the job as required at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

Person specification

Technical Skills, Core Competencies and Other Attributes

The person who wishes to fulfil the role of Organisational Development Manager is expected to demonstrate the following throughout their work:

Technical Skills	Description
Diagnose, design, deliver	• Application of diagnostic tools at individual, team and organisation level • Design interventions proportionate to organisation readiness, and aligned to pace and ambition of change • Facilitation of small and large group, individual feedback, team and organisation level development sessions, formal and informal.
Organisation Design Skills	• Increases productivity and accountability through the ability to redesign organizational structures, systems and processes • design systems that facilitate trust and improved performance • assess a company's approach to leadership and overall vision
Evaluation skills	• Assess the results of interventions and make mindful recommendations to clients • Translate issues into answerable questions • Explore and present stakeholder needs with a business focus • Define outcomes for interventions and measure their short and long-term impact and value
Performance Management	• Develops, designs and agrees the guiding principles, as well as clear rationale, for how the organisation manages individual performance • Develops a performance management framework • Motivates key stakeholders to embrace effective performance management and creation of a performance culture • Challenges senior managers to adopt performance-driven cultures that embrace the guiding principles

Core Competencies	Description
Problem Solving	• Assesses relevant information using abstract ideas to understand complex issues and reach solutions to complex problems
Customer Focus	• Focuses own and team's efforts on delivering a quality and committed service. Gathers a variety of data to evaluate quality standards
Evidence Base	• Ability to evaluate and provide unique insight and strategic advice on overarching trends, customer behaviour and other cost drivers affecting Lambeth Council
Leadership	• Creates processes or methods to boost the confidence of internal or external stakeholders in the present and future success of their own team, unit, or organisation (or in their own capacity to succeed)
Collaborative	• Works with team to embed a culture of partnership working in their area of the business. Builds relationships with colleagues in similar positions across the business
Equality, Diversity & Inclusion	• Externally outside of HR, influences stakeholders around the organisation to drive the EDI agenda using data and evidence-based practice

Attributes	Criteria
Experience:	• Experience of achieving outcome through the application of OD interventions • Proven ability to influence behavioural change through the design and application of OD interventions • Excellence in service delivery including the ability to manage directorate relationships • Embedded communication ability both upward and downwards within an organisation and externally to improve service delivery • Experience of managing a working in a HR department in a customer focused organisation, proactively facilitating and leading change
Qualifications:	Desirable but not essential • Qualified to administer at least one psychometric instrument • Membership of a coaching body with appropriate accredited training • Membership of an appropriate professional body e.g., CIPD, ODN • Certified change management practitioner