



JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	People & Organisational Development Manager - Learning, Well-being
Pay Band:	7
Hours of Work and Nature of Contract:	To be completed on recruitment
Region:	National
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Director of People, Well-being, and OD
Professionally Accountable to:	Director of People, Well-being, and OD

JOB SUMMARY / PURPOSE:

To support the Director of People, Well-being, and OD in contributing to the Corporate Organisational Development agenda across Llais. They will be expected to work autonomously.

The Organisational Development Manager will lead on the delivery of a range of corporate well-being and cultural interventions across the organisation that have been identified through the People strategy, helping to improve the organisational culture and wellbeing of staff in line with our Visions and Values.

The role will support the Director of People, Well-being, and OD with organisational development interventions in relation to leadership development, team development, talent management including corporate Learning and Development , wellbeing, culture, inclusion and organisational change to support the delivery of national and local priorities and will be a champion for organisational development, service change and innovation.

They will have responsibility for the line management of H.R. Advisory team adjusting to organisational pressures and the dynamic needs of the wider organisation in relation to operational H.R. matters including Employee relations cases.

They will have responsibility for overseeing the development and evaluation of well-being, cultural and inclusion interventions internally within Llais. Responsibilities of the post will include the implementation of a diversity and inclusion action plan and strategies in line with national priorities, developing a reliable service that meets the needs of the organisation.

The post holder will be expected to demonstrate a highly specialist knowledge and experience in the inclusion, well-being, training and OD field, highlighted by theoretical and practical H.R. experience, to undertake this post. Additionally, the post holder will have in-depth experience of staff management in order to develop a highly motivated professional People and OD team.

DUTIES/RESPONSIBILITIES:

LEADERSHIP AND MANAGEMENT

- Responsible for overseeing the implementation of the leadership and management organisational development programme within Llais and supporting

the Director of People, Well-being, and OD with the development and implementation of an inclusive leadership development strategy.

- Enable all leaders to develop and deliver a strategic approach to performance improvement, engagement and change management to support the Organisation's desired culture and behaviours.
- Manage the organisational development events
- Responsible for line management and development of members of the People team, providing support for day to day activities, managing attendance, approval of expenses, and providing expert advice and guidance on all people related matters.
- To effectively manage members of the team, including attendance and performance management. Identify the personal and professional development of the team, including training and development needs, to promote a commitment to continuous development and improvement with the aim of building on talent and creating opportunities for sustainable internal succession planning.
- Support the delivery of the People plan.
- Deputise for the Director of People, Well-being, and OD as required at internal and external meetings.

PEOPLE DEVELOPMENT

- Work with the CEO, Strategic Directors and the Director of People, Well-being, and OD to deliver an annual programme of People Development activities accessible to staff of all levels and within all divisions of Llais.
- Systematically review current and future internal learning and development programme needs across a range of disciplines to support staff and volunteer development, well-being, and be responsible for recommending and leading changes to drive forward the culture and diversity of the organisation.

- Develop and maintain relationships using effective and proactive communication mechanisms with managers, teams and individuals, in order to support the organisation in achieve its aims and objectives through a range of effective OD and learning and development interventions.
- Demonstrate an exceptionally high level of skill in training development and delivery and have an excellent understanding of the quality assurance process, as it relates to programme valuation, accreditation of formal awards and the development of robust assessment frameworks.
- Work with the CEO, Strategic Directors and the Director of People, Well-being, and to identify well-being and inclusion interventions which include annual training plan priorities.
- Manage a delegated budget in association with organisational development activities.
- Work with the CEO, Strategic Directors and the Director of People, Well-being, and to develop a Diversity and Inclusion Action Plan.

CULTURE, ENGAGEMENT AND ORGANISATIONAL CHANGE

- Responsible for actively promoting engagement in the staff survey and contribute to the development of corporate action plan arising from common themes.
- Lead organisational programmes in collaboration with People and OD colleagues relating to culture and staff engagement, deploying excellent facilitation skills when required.
- To be an expert at building relationships and be highly influential to ensure co-operation and agreement to take forward the cultural change agenda in Llais, often in emotive situations.

- Responsible for advising senior managers on health and wellbeing initiatives, diversity and inclusion initiatives and solutions, and organisational development interventions.
- To contribute to the development of short and long term strategic plans for performance and service improvement in the People & OD Department and support service development through change programmes, applying a range of OD interventions to support the development of services across all Regions and the National team.
- Communicate highly complex and highly sensitive data and information regarding existing services which will involve the use of persuasive and negotiation skills to ensure effective delivery of the change/ improvement, ensuring that all stakeholders are involved and motivated to deliver the change.
- Develop effective communication and engagement policies and strategies to promote staff participation and engagement with cultural change activities, well-being learning and inclusion activities.

HEALTH & WELLBEING

The post holder is required to lead, and support managers and staff to ensure that health and wellbeing becomes an integral way of working.

- The post holder will be responsible for line management of the H.R. Team, providing strategic advice, guidance and support.
- To oversee and provide strategic direction to well-being team members in preparation for the achievement of accreditations i.e. Healthy Working Wales award.

- Oversee the development of effective communication and engagement policies and strategies to promote staff participation and engagement with the Health and wellbeing agenda.
- Produce and analyse sets of complex data on health and wellbeing initiatives to present recommendations at relevant meetings and conferences

OTHER DUTIES & RESPONSIBILITIES

- Be actively committed to professional development.
- Ensure People & OD professional influence within Llais is in accordance with the CIPD Professions Purpose and Values:
 - Principles Led
 - Evidence Based
 - Outcomes Driven
- Support team members with their professional development & skills.
- Support team members with workload as required, ensuring the delivery of a responsive and professional service.
- Promote a positive organisational image, role modelling Llais values and behaviours.
- Possess excellent skills in word processing, data analysis, manipulation and graphical illustration and presentation software.
- The Director of People, Well-being & OD provides overall direction on the priorities within the Llais Organisational Development agenda, and the Line Manager will provide operational direction.
- The post will involve driving at times, sometimes for long distances as an all Wales organisation.

- Working at a computer for long periods of time.
- The post involves manual handling of training equipment to various venues and locations across Wales.

The post holder is required to maintain a high level of concentration which may be for prolonged periods.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Masters level qualification in Human Resource Management, Leadership, OD, or Adult Learning or equivalent demonstrable experience</p> <p>Evidence of CPD</p>	<p>Further and Adult Education and Teaching Certificate Stage 1 (or Equiv.)</p> <p>Recognised Leadership qualification</p> <p>Recognised coaching qualification or equivalent experience</p> <p>NEBOSH or similar H&S qualification</p> <p>Chartered CIPD membership</p>	<p>Application form and pre employment checks</p>
Knowledge and Experience	<p>Experience of leading a team.</p> <p>Experience of working in a complex organisation and a training background</p> <p>Knowledge of leadership theories and experience of delivering these in management and leadership training</p> <p>Knowledge and experience of leading various OD interventions</p>	<p>Experience of working with the NHS or Social Care sectors</p> <p>Understanding of national health and social care initiatives</p> <p>Experience of using coaching to support people development</p> <p>Experience of OLM/ESR</p> <p>Project Management</p>	<p>Application form and interview</p>

	<p>Knowledge and experience of operational H.R. matters i.e. disciplinary, grievance, sickness absence management</p> <p>Experience of working in partnership with a wide range of NHS and non-NHS organisations</p> <p>Knowledge of national priorities and strategies in relation to well-being and diversity.</p> <p>Excellent facilitation skills</p> <p>Experience of leading projects</p>	<p>Qualification eg Prince 2</p>	
Aptitude and Abilities	<p>Excellent written and verbal communication skills with ability to assimilate complex ideas/material.</p> <p>Excellent organisational skills with the ability to prioritise and work to tight deadlines</p> <p>Confident influencing and negotiating skills</p> <p>IT Skills (word processing, spreadsheets & presentation software)</p> <p>Time management</p>	<p>Ability to speak Welsh</p> <p>Curriculum Design</p>	<p>Interview</p>

	Research and development skills Analytical skills Advanced planning skills Excellent presentation skills		
Values	Compassionate leader and colleague Proactive Able to use own initiative and work independently Methodical and organised Able to communicate with staff of varying seniority and across diverse services. Innovative		Application Form Interview References
Other	Ability to travel across NHS Wales sites. Able to work flexibly.		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of Llais are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty
- **Learning and Development:** All staff must undertake induction/orientation programmes at regional and national level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the Welsh language standards and related policies and take every opportunity to promote the Welsh language in their dealings with the public
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users

- **Data Protection:** The post holder must treat all information, whether corporate, staff or public information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998, General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the Disciplinary Policy
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including service user information, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Llais is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality, Diversity and Inclusion Policy and it is for each employee to contribute to its success
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Disciplinary Policy
- **DBS Disclosure Check:** In this role you will have **no contact** with service users / children /vulnerable adults in the course of your normal

duties. You will therefore **not** be required to apply for a DBS check as part of our pre-employment check procedure

- **Safeguarding people:** Llais is fully committed to safeguarding people. Llais representatives are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies
- **No Smoking:** To give everyone the best chance to be healthy, all Llais sites, including buildings and grounds, are smoke free
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.