

## Organisational Development & Learning Consultant

## Role Profile

**Service:** Workforce Strategy, Human Resources

**Grade:** Band 9

**Reporting to:** Strategic Lead for OD & Skills

**Responsible for:** OD and Learning & Development resources



### We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Working together to build the best future for all our communities / everyone in Trafford.***

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

### **Your Main Priorities**

- To lead Trafford's Learning and Development offer and deliver a customer-focused service, ensuring the learning offer meets Council and Directorate requirements.
- Support the delivery of a People Strategy that reflects our vision, values and behaviours and ensure that corporate and service level HR & OD plans are complementary to service priorities and the overarching Vision, Values and priorities for Trafford.
- A key role working closely with Service and Partner leads to deliver successful system change and support continuous service improvement and reform across Trafford.
- To work flexibly across the HR Service, working closely with HR Business Partners to provide professional expertise and deliver a range of workforce priorities.

### **Key duties**

- Lead on identifying Council wide training and development needs. Review, amend and produce the annual training programme to meet these needs liaise with potential trainers to develop and agree course outlines and objectives including eLearning options and evaluation of all content.
- Co-ordinate all aspects of development activity and monitor performance standards, course content and evaluation to ensure that they reflect the authority's standards, objectives and requirements. Monitor staff development activities to ensure Council policies are being effectively applied and learning interventions met.
- Prioritise, monitor, and maintain the corporate training budget; report any anomalies and ensure that expenditure is recorded and invoices passed for payment promptly. Produce information about the budget position, as required.
- Facilitate and deliver learning and development interventions, action learning sets and focus groups.

- Support the development of appropriate systems and software to meet Council requirements, ensure that all training records are maintained in approved format, and produce required management information.
- Providing effective leadership, support, motivation and management to staff. Use a coaching style, guiding and facilitating feedback to team members and line managers to improve individual and organisational performance.
- To identify opportunities for improvement and provide high quality and timely intervention, advice and guidance to senior managers on service areas, policies, projects and initiatives.
- Prepare and present reports and papers for consideration by Senior Officers and Elected Members
- Ensure positive and effective communications and good working relationships across the whole HR service as well as Managers, elected Members, trade unions, partners and other stakeholders.
- To engage, add value and positively represent the Council and the People Directorate at internal and external meetings, conferences, events, collaborative working groups/projects, both within the Council and/or working with other public sector partners, undertaking necessary actions and sharing best practice learned/gained to enhance people management and performance.
- Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
- Establish, develop and maintain good communications and relationships with colleagues, suppliers, external trainers and training venues and report on best practice.
- Undertake such other duties that are required from time to time and are commensurate with this position

## You Have

- Post Graduate Diploma in Human Resource Management (or level 7 equivalent) and extensive relevant experience in the HR/OD field.
- Relevant understanding and knowledge of the workings of local government including its legal, financial, social and political context, political processes and the current issues faced

## Your strengths

- Effective presentation, communication and interpersonal skills and the ability to adapt personal style to meet the needs of the audience
- Solution focused
- Collaborative working style
- Excellent facilitation delivery skills
- Ability to influence and negotiate successfully with a wide

<ul style="list-style-type: none"> <li>• Significant and relevant experience within a L&amp;D/OD environment in a large complex organisation, including managing a learning and development function and knowledge of the full learning and development cycle.</li> <li>• Experience of designing and delivering blended workshops and training</li> <li>• Experience of working with a financial budget and associated processes to ensure it's effectively maintained.</li> <li>• Experience of commissioning external companies to provide learning and development interventions</li> <li>• Experience of workforce planning and a strategic level</li> <li>• Significant experience of developing and implementing a range of large scale change projects with a L&amp;D and workforce bias</li> <li>• Evidence of project management skills with ability to support projects and programmes within agreed budget and timescales.</li> <li>• Experience in team leadership and performance management</li> <li>• Measurable commitment to your own and others' professional development</li> <li>• Relevant experience of working successfully in the organisational development arena at a senior level - developing OD strategies and plans and implementing successful OD interventions</li> </ul>	<p>range of stakeholders.</p> <ul style="list-style-type: none"> <li>• Ability to build relationships and develop trust and confidence</li> <li>• Ability to write accurate and timely reports and other information tailored to audience</li> <li>• Flexible approach to work and ability to manage conflicting priorities.</li> <li>• Collaborative team player.</li> <li>• Coaching and mentoring skills.</li> </ul>
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Date prepared/revised: 23<sup>rd</sup> March 2019

Prepared/revised by: AB

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.