

Organisational Development Consultant

Role Profile

Service: Workforce Strategy, Human Resources
Grade: Band 9
Reporting to: Strategic Lead for OD
Responsible for: OD and Learning & Development resources



TRAFFORD
COUNCIL

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

- Strategic OD practitioner working across Council and partner priority programmes, providing a professional internal organisational development consultancy service to promote team working, improve performance and engagement and enable successful delivery of directorate and corporate objectives.
- 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 organisational and system change and support continuous service improvement and public sector reform across Trafford.
- Work flexibly across the HR Service, working closely with HR Business Partners to provide professional OD expertise and deliver a range of workforce priorities.

Key duties

- Enables all leaders to develop and deliver a strategic approach to performance improvement, engagement and change management to support the achievement of our desired culture and behaviours.
- Demonstrates engaging, pragmatic and business focused leadership and expertise on organisational development interventions working with key stakeholders to embed our values and behaviours.
- Design, deliver and evaluate learning & development interventions including facilitation of workshops, and/or team development as part of work portfolio.
- Regularly undertakes research and development in relation to organisational development, including horizon scanning of upcoming good practice, benchmarking with other organisations/industries to add value to our internal OD offer.
- Champions a continuous improvement mind-set and a 'can do' approach to ensuring OD delivers added value through its

services.

- Works collaboratively with the HR Service to ensure organisational learning is effective and knowledge and behavioural change is embedded and contributes to the improvements overall of organisational performance and effectiveness.
- Leads on the effective implementation and on-going delivery of OD-related development, including talent management and succession planning, coaching and mentoring, performance management, and leadership and line manager development
- Working with the L&D team, develop leadership capacity and capability across the organisation, through a range of methods including training, coaching, mentoring, self-development, on the job development, e-learning and organisation/role design.
- Designs, manages and runs development centres as required, including the use of psychometric (behavioural and aptitude tools), and competency analysis frameworks.
- Facilitate and deliver learning and development interventions such as learning circles and focus groups.
- 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.

Qualifications and Professional Development

- Level 7 qualification and/or relevant experience in human resource management, organisational development, coaching and/or learning and development.

Experience and Knowledge

- Good practical knowledge of a wide range of change management and OD methodologies and their practical applications.
- Significant and relevant experience working at a senior level in a large and/or complex organisation.
- Extensive experience of relationship management and collaborative working with stakeholders and partners at all levels to deliver organisational outcomes.
- Experience of designing and delivering blended learning solutions incorporating digital learning, coaching, mentoring and best practice sharing.
- Experience of developing OD strategies, plans, policies and procedures.
- Strong track record of developing and implementing a range of large scale change projects and Organisational Development interventions
- Experience of measuring OD/learning interventions to ensure and demonstrate a return on investment and their effectiveness.

Skills and abilities

- Ability to demonstrate up to date knowledge of theory and good practice in key areas of Organisational and Learning and Development.
- Effective presentation, communication and interpersonal skills and the ability to adapt personal style to meet the needs of the audience
- Excellent facilitation and delivery skills
- Ability to work on own initiative and autonomously, being prepared to solve problems and find solutions particularly within learning and OD interventions.
- Effective planning and project management skills.
- Ability to build relationships, influence and negotiate successfully with a wide range of stakeholders at a variety of levels.
- Ability to write accurate and timely reports and other information tailored to audience
- Flexible approach to work and ability to manage conflicting priorities.
- Collaborative team player.

Date prepared/revised: May 2020

Prepared/revised by: AB/NJ

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.