**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | **OD and Culture Advisor**  | **Date:**  | March 2019 |
| **Reporting Line:**  |  OD and Culture Senior Advisor | **Job Level:** | Grade 5  |
| **Service:** | HR & OD Service | **Business Area:** | HROD |

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| JOB PURPOSE |
| To support the development, implementation and evaluation of Organisational Development activities across the Greater Manchester Combined Authority, including leadership development, employee engagement and OD interventions with teams or Directorates. To support activities and plans that enable the organisation to develop a culture of responsibility, accountability, performance and service improvement. To support the planning and facilitation of transformational change. Collaborating on programmes of work and the delivery of projects, including through external contracts, to drive improvements in organisational leadership and to support cultural change.To support the design, implementation and evaluation of interventions to enhance organisational, team and individual performance in line with business needTo build and maintain relationships at all levels throughout HR, OD, Heath Safety and Wellbeing as well as across partner organisations and with external partners.Develop and maintain data management and recording systems to provide the records and the evidence base for the OD and Culture Service. |

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| **KEY WORKING RELATIONSHIPS** |
| * Head of OD and Culture, Manager of OD and Culture and colleagues across the HR and OD service
* Managers and staff across the organisation
* Managers from across GM’s public sector and stakeholders/partners
* Contractors and HR/OD delivery partners
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| **KEY DELIVERABLES** |
| * Design and deliver leadership programmes that support the GMCA’s ambition to create high performing leaders that deliver GMCA’s Strategic Plan.
* Develop an inclusive culture that embraces diversity: Developing leadership approaches that foster an inclusive and diverse workforce at all levels in the organisation.
* Develop and implement effective programmes to grow leadership talent and skills, including where appropriate delivering internal training and development or bringing in external expertise
* Support the delivery of successful reward and recognition programme that values and generates high performance across the workforce.
* Proactively identify engagement and communications opportunities and activities to further organisation-level culture, integration and change initiatives.
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| **KEY RESPONSIBILITIES**  |
| **Role Specific Responsibilities**1. Support the development and delivery of leadership and management training across the organisation, and ensure that effective people management skills are embedded throughout.
2. To action OD initiatives that continuously improve employee engagement and leadership of services across GMCA.
3. To maintain and enhance training management systems to keep accurate records of cultural engagement and leadership activities including outcomes and identifying improvements where appropriate, to support delivering organisational objectives
4. To build, implement and maintain data recording and management systems to enable analysis of the OD and culture function, assessment of the leadership capabilities of the organisation and the effectiveness of leadership interventions.
5. To support and contribute to the development of annual work programmes, coordinating their delivery against agreed timescales.
6. To support the analysis the gap between the desired leadership capabilities and the current state, to inform the design and costing of interventions to address leadership deficits and realise opportunities to enhance leadership capabilities.
7. To support and coordinate consultation on new policies that align with the strategic plan, followed by coordinating their delivery.
8. To coordinate and deliver training to engaging leaders across the organisation in enhancing their skills and delighting in delivering organisational objectives.
9. To build relationships across GMCA to identify and understand business needs and their relationship to OD activities.
10. To support and coordinate the design, commission and delivery of staff development programmes which are aligned with the organisation’s business plan and strategic objectives
11. To support and coordinate the delivery of the internal management coaching and mentoring services and working with other stakeholders to make available external coaching and mentoring expertise and links.
12. Collaborate on the delivery of performance management coaching programmes to meet managers’ and supervisors’ development needs, liaising with internal and external partners and ensuring programmes are evaluated appropriately.
13. To support the development of an inclusive culture that embraces diversity: coordinating OD approaches that foster an inclusive and diverse workforce at all levels in the organisation.
14. To support and coordinate the design and delivery of activities within the employee engagement cycle from induction, to pulse checks and surveys.
15. To coordinate OD interventions and diagnostics including team development programmes and where appropriate the procurement and management of external experts and contracts.
16. To support managers by giving practical advice to address specific issues and requirements of an individual business unit.
17. Raise purchase orders and requisitions and process payment of invoices in a timely manner.
18. To provide excellent customer service as the front face of the OD & Culture Team, creating a positive, dynamic, open and supportive environment to customers and staff as well as partner organisations and external suppliers.

**General Responsibilities**1. Contribute to the design and delivery of key HROD projects and interventions aligned to performance improvement.
2. To develop trusted professional relationships within the organisation, practicing internal client management.
3. Maintain and develop effective administration processes to meet the changing demands of the organisation.
4. Actively engage with the wider workforce to seek and listen to the views of staff, and managers to influence and improve workforce practices.
5. To be committed to maintain your own skills and expertise.
6. To ensure that the HROD service delivers and exceptional level of customer care, looking for solutions wherever possible
7. To provide support and guidance with strict adherence to confidentiality of personal information and GDPR legislation.
8. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
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| **KNOWLEDGE AND EXPERIENCE** |
| **Qualifications**1. Good standard of education including numeracy and literacy, GCSE or equivalent
2. Working towards CIPD membership or equivalent professional accreditation
3. Commitment to CPD

**Experience**1. Demonstrable experience of delivering excellent customer service
2. Demonstrable knowledge and experience of providing administrative support
3. Experience of using ICT led people/payroll administrative systems
4. Experience of delivering to set deadlines and changing priorities
5. Demonstrable practical experience in coordinating projects and working to milestones
6. Experience of providing practical advice to staff, preferably on HR/OD matters
7. Experience of coordinating and planning projects
8. Experience of reviewing and analysing data, identifying key themes
9. Demonstrable experience of delivering results and meeting expectations

**Knowledge and Skills** 1. Knowledge of HR administrative systems
2. Knowledge of customer service principles and how to apply them to a support service
3. Relationship management skills with demonstrated ability to develop effective relationships with colleagues and stakeholders
4. Well-developed verbal and written communication skills, including report-writing and presentation
5. Solid ICT skills, familiar with the Microsoft Office package
6. Methodical approach and ability to prioritise workloads
7. Clear focus on delivering positive outcomes through connecting the activity all of HR & OD’s portfolio areas
8. Resilience and the ability to navigate through difficult situations
9. Acting as a role model for their portfolio and the directorate
10. The ability to work effectively with different types of people at all levels.
11. Presence and credibility to work with senior colleagues across the organisation and partner organisations
12. Exemplary planning and organising skills - ability to manage multiple teams/ projects/ relationships, with definitive project analysis
13. The ability to make quick decisions and initiate action in a fast-paced environment
14. Able to prioritise own work effectively and be able to direct activities of others where required.

 **Behaviours**1. A desire to network internally across the group and to build visibility externally
2. Excellent relationship management skills including the ability to develop effective relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at senior levels
3. Demonstrates a high standard of integrity and ethics in all workplace interactions, has the ability to maintain professional standards and honours personal commitments
4. Understanding of and commitment to promotion of equality and diversity.
5. A desire to constantly learn and research the latest techniques or changes
6. Flexible and adaptable approach
7. Ability to maintain confidentiality of the service at all times
8. The capacity to cope with challenges, pressures and setbacks, and the ability to navigate through difficult situations
9. Deep belief in the value of the HR & OD function, and their own ability to make a valuable difference to the organisation
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**Corporate Duties -** Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

- Safeguard at all times confidentiality of information relating to staff and pensioners.

- Refrain from smoking in any areas of Service premises.

- Behave in a manner that ensures the security of property and resources.

- Abide by all relevant organisational Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background