

Job Description

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| Job Title: | Organisational Development Partner |
| Directorate: | People and Culture |
| Department: | People and Culture Team |
| Location: | Rising Sun Industrial Estate, Blaina, NP13 3JW |
| Reports To | Organisational Development Business Partner |
| Date Agreed: | February 2024 |

Job Purpose

The Organisational Development Partner (ODP) acts as subject matter expert and partners with the organisation's operational management and leadership teams, providing guidance on all employee engagement, wellbeing, coaching, learning and development matters, internal OD communication needs, and aligning the staff survey outcomes with the People & Culture strategy, with the overall business objectives and corporate plan.

The ODP has a critical role in supporting all of our CALON values, and in the building and development of a positive workplace culture, whilst aligning key objective and projects, by working with the OD Business Partner, and the wider People & Culture Team.

The role will also work closely with the Director of People and Culture, and the Exec and Leadership team to ensure a consistent, transparent and values-based approach to all organisational development work.

Values

Our Values, which support our Vision, Mission, and Aims, are CALON. These values are vital to our work as an organisation and are encouraged as our culture and way of working.

C – Creativity: We want people to think differently, challenge processes where they can see improvement, and take risks.

A – Authentic: We want people to be themselves and be open, honest and trustworthy, and act with integrity.

L – Learning: We want people to understand the importance of learning as an ongoing approach to success in their roles.

O – Ownership: We want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

N – “Not on your own”: We are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities

- The OD Partner will be responsible for a programme of Organisational Development in accordance with the delivery of the People and Culture strategy, vision, values and desired culture.
- The role will be required to lead on the development and implementation of a progressive internal management and leadership programme, employee engagement and wellbeing objectives, using the outcomes of the staff survey data, and other methods of feedback, and align Operational Management Team (OMT) and Leadership Team (LT) with the overall culture work being undertaken.
- Collaborate with the Organisational Development Business Partner (ODBP) and the Director of People and Culture to develop progressive plans and projects that supports positive cultural change.
- To support the ODBP with our people policies and procedures where applicable, by regularly reviewing, developing, and adapting them in line with changes to organisation needs, legislation and culture.
- Design and oversee the use of people data from the staff survey and other feedback systems. Use the data to support analysis and provide insights into engagement trends, helping the organisation to make data-driven decisions.
- Support in the daily management of the learning and development process, working closely with managers, individuals, and the wider People and Culture team to identify people requirements ensuring the organisation attracts and retains top talent within our people planning and Equality, Diversity and Inclusion objectives.

- Guides and supports the organisation to develop and implement performance management plans, and support in the performance process, with the People (HR) team, line managers and employees.
- Partner with OMT members on any operational change initiatives that have a direct impact on the areas of learning, OD, engagement, and culture, and ensuring the smooth implementation thereof.
- The role will be responsible for all internal OD communications within this area, working closely with colleagues, teams and the wider Communications Team to source, highlight and promote great stories from across the business.
- Design and oversee the use of people data from the iTrent system. Use the data to support analysis and provide insights into workforce trends, helping the organisation to make data-driven decisions.
- Support the ODBP with all OD audits where required, by supporting the management of the scope, delivery and close out meetings, as well as considering and implementing any audit recommendations as agreed with the Director of People and Culture.
- Regularly carry out research for new ways of working within the OD team and to drive changes forward within the service area.
- Note: The duties and responsibilities may vary without changing the general character of the duties or level of responsibilities entailed. The post holder is, therefore, expected to undertake such other duties as may be requested, provided the general character of the duties or level of responsibility does not change.

Other Responsibilities

Line Management

- There are no formal line management responsibilities

People and Management

- Partnership working with the various stakeholders involved during projects and HR case work which include Trade Unions, Exec Team, Leadership Team, Operational Management, IT department, external consultants, other Housing Associations, Health and Safety and employees.

- Liaise with Learning and Training partners, schools, colleges, universities and other network and stakeholders to ensure Tai Calon builds a solid reputation in this area and can evidence its commitment to our Learning value in CALON.
- Regularly attend Leadership Team and Operational Management meetings to provide updates on engagement, people and culture work.
- Act as a coach and mentor to colleagues and within the People and Culture team to ensure tasks are completed.

Performance

- To promote and continually work to Tai Calon's Values.

Financial Management

- Manage the purchase order process within the wider team and ensure that orders are processed correctly and in a timely manner.

Risk, Health, Safety and Environmental

- Ensure all health and safety, compliance and audit risks and issues that arise within the team are managed and highlighted to the ODBP or the Director of People and Culture where required.

Work Environment

Environment

- Dealing with a range of complex, contentious and sensitive cases that can be emotionally challenging on a regular basis.
- Extensive use of computers throughout the day.

Working Location

- The role is based at Solis One, Blaina, with the ability to work in a hybrid way where agreed.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.

- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality.
- Observe and continually promote Tai Calon's Equality, Diversity and Inclusion Policy.
- To promote and continually work to Tai Calon's values.

| Essential | Desirable | PERSON SPECIFICATION Job Title: Organisational Development Partner | How Assessed | | |
|--------------------------|-----------|--|------------------|-----------|-----------|
| | | | Application Form | Interview | Practical |
| 1. Qualifications | | | | | |
| | ✓ | Educated to Level 4 of the National Qualification Framework for England, Wales and Northern Ireland | ✓ | | |
| | ✓ | Member of CIPD | ✓ | | |
| | ✓ | Project Management transferable skills or qualification | ✓ | | |
| ✓ | | Train the Trainer/Facilitator qualification or experience | ✓ | ✓ | |
| | ✓ | Level 5 Coaching qualification | ✓ | | |
| 2. Knowledge | | | | | |
| ✓ | | Practical knowledge and understanding of Organisational Development, aligned to learning and development, training, employee engagement and well-being initiatives | | ✓ | |
| ✓ | | Strong OD qualities, including demonstrating a high level of professional ethics, nurturing team talent, and championing corporate initiatives and values | | ✓ | |
| ✓ | | Practical knowledge and application of people management practices, with a human-centred focus | | ✓ | |
| ✓ | | Knowledge of internal communications plans, initiatives, methods and delivery, to encourage a culture of high engagement and change ability | | ✓ | |
| | ✓ | Knowledge of the social housing sector in Wales | ✓ | | |
| ✓ | | Knowledge of workforce planning, HR metrics and organisational change | ✓ | | |
| ✓ | | Knowledge of how to align and evaluate employee voice tools, (such as surveys) across an organisation | ✓ | | |
| ✓ | | Knowledge of how to build and embed cultural change and trust across an organisation for employees and stakeholders | | ✓ | ✓ |

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| ✓ | | Knowledge and application of planning, designing, delivering and evaluating the impact of all learning, engagement and wellbeing programmes and initiatives | | ✓ | |
| | ✓ | Knowledge of iTrent HR/Payroll system or equivalent | ✓ | | |
| 3. Experience | | | | | |
| ✓ | | Significant experience of working within a high performing People team in the area of OD | ✓ | ✓ | |
| ✓ | | Experience in partnering with the ability to build collective trust and confidence amongst key players at all levels of the organisation. | ✓ | | |
| ✓ | | Experience of leading on people planning and project work including the research and development of policies and procedures. | ✓ | ✓ | |
| ✓ | | Experience of positively contributing within a generalist OD role, developing and delivering excellent, proactive and responsive customer focused services. | ✓ | ✓ | |
| ✓ | | Experience of evaluating effectiveness of a learning service and engaging the business to use the information to drive and engage in a performance culture. | ✓ | | |
| ✓ | | Experience of driving employee engagement and learning and development throughout the employee lifecycle. | ✓ | ✓ | |
| ✓ | | Experience of acting as a positive change agent, proactively working in partnership with employees, managers and senior leaders to develop the organisation and its workforce | | ✓ | |
| ✓ | | Experience of analysing data and using it to develop, monitor and improve services. | ✓ | | |
| 4. Skills | | | | | |
| ✓ | | Be able to demonstrate excellent written and verbal communication skills, including report writing and delivering presentations and being able to adapt skills to the audience | ✓ | ✓ | |
| ✓ | | Excellent people skills, very personable and able to develop good working relationships. | ✓ | ✓ | |

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| ✓ | | Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders. | ✓ | ✓ | |
| ✓ | | Ability to facilitate groups and deliver presentations to large audiences, along with the ability to analyse and interpret varied and complex information from several sources and synthesise into action plans. | | ✓ | |
| | ✓ | Coaching and mentoring skills | | ✓ | |
| ✓ | | Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work and that of others. | ✓ | ✓ | |
| ✓ | | Able to problem solve, influence and negotiate and make sound judgements of decisions when required. | | ✓ | |
| | ✓ | Welsh Language Skills | ✓ | | |
| 5. Other | | | | | |
| | ✓ | Able to demonstrate a commitment to equal opportunity principles and practice | ✓ | | |
| | ✓ | Flexible, willingness to work outside of normal working hours | ✓ | | |
| ✓ | | Will need to be able to travel as part of the job, in a timely manner | ✓ | | |
| ✓ | | Requires Disclosure and Barring Service (DBS) check | | | |