

# Job Description: Transformation Organisation Development Partner

<b>Department</b>	Operations	<b>Location</b>	Birmingham/Hybrid	<b>Flexible Working Contract</b>	Yes
<b>Line Manager</b>	Director of Ops Transformation/Head of Organisation Development	<b>Grade</b>	13 (CS grade 6/7)		12 month fixed term contract

## Job Purpose

This role will primarily be responsible for partnering with the Director of Operational Transformation to support the design and delivery of the new target operating model for the operation whilst ensuring implementation and integration of broader initiatives to make this a Great Place to Work.

You will be responsible for leading the People Workstream for the transformation delivering key objectives centred around, culture and behaviours, leadership development, talent management, performance, reward, and development.

## Key Responsibilities

Working in partnership with the Operations Transformation team you will use Organisation Design and Development practices and methods to develop customer excellence and effective regulatory outcomes through the development of operational capabilities.

You will be responsible for leading the People Workstream for the transformation delivering key objectives centred around, culture and behaviours, leadership, performance, reward and development.

You will shape and support the delivery of a change management plan to help all stakeholders understand where we're going, why, what this means for them and most importantly inspiring behaviour change.

You will engage and build effective relationships with colleagues at all levels to support the development and delivery of Transformation objectives and culture change.

You will work effectively with colleagues across wider corporate teams to achieve results, deliver effective interventions and work effectively as a team.

*The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their Manager.*

## Person Specification

### Essential:

- Significant experience of Organisation Development practice within transformational change environments
- Proven experience of leading and delivering organisation design processes and solution delivery
- Experience of achieving successful change outcomes relating to service redesign and culture change
- Experience of achieving successful change in the areas of leadership development, talent management and performance management
- Significant experience of business partnering and working with Executive level colleagues
- Experience of designing and implementing systemic changes
- Excellent analytical skills with proven ability to assimilate information to inform both high level and detailed design.
- Experience of delivering effective leadership development and talent management interventions
- Significant experience in of design, delivery, and evaluation of development solutions
- Significant experience of working with stakeholders to manage expectations and satisfy requirements.
- Significant experience of coaching and advising leadership colleagues to achieve results
- Experience of leading projects within a people and culture environment to agreed time, cost, and quality expectations.
- Excellent relationship management, influencing, facilitation and presentation skills.
- Effective verbal and written communication skills working with a variety of audiences and levels across the whole organisation.
- Well organised and able to manage a portfolio including multiple initiatives
- Flexible and adaptable, managing a wide variety of tasks, and dealing with unexpected changes.

## Our Ways of Working

**Outcome-focused:** We put consumers at the heart of everything we do. We take responsibility for an issue and moving it forward. We deliver results through working collaboratively.

**Reaching for ways to improve:** We encourage feedback and ideas. We are committed to continuous improvement and are open to trying different ways of working. We celebrate successes and take responsibility when things go wrong.

**Respectful:** We recognise every colleague's contribution. We give each other timely constructive feedback. We all encourage challenge.

**Communicate well:** We are clear and concise. We listen and check our understanding. We explain the reasons for decisions.

**Making this a great place to work:** We all help to make the Commission a great place to work. We value and support each other. We demonstrate a positive attitude.