

Role profile

Job Title:	People & Organisational Development – Manager	Grade:	15 Spinal column point range: 47 - 50
Department:	Workforce & OD	Post no.:	
Directorate:	Strategy and Change	Location:	Perceval House, Ealing, W5 2HL

Role reports to:	Assistant Director Equality Diversity & Inclusion & Organisational Development
Direct reports:	POD Administrator & Trainee Trainer POD Digital Trainer POD Consultant
Indirect reports:	HR & OD teams, external training providers, managers/staff, trade unions and employee representatives, consultants, managers, and senior leaders

Job description

Purpose of role

- To manage a team providing learning and development and organisational development services to the workforce to support the achievement of organisational priorities.
- To take responsibility for the development of effective learning and development policies and strategies and ensure that these are linked to organisational priorities.
- To lead on the procurement and management of learning providers and the learning management system (LMS). Ensuring that digital learning assets are embedded into a blended learning approach.

Key accountabilities

- To manage a team of POD staff, including allocating work, determining, and setting objectives, implementing, and monitoring standards of behaviours, ensuring that work is delivered to agreed performance indicators in line with the service plan/workforce strategy and Service Level Agreements (SLA).
- To work with HR colleagues and managers within the organisation to ensure the POD team offer supports and meets organisational needs. To identify

skills gaps, training needs and contribute to the preparation of strategies/ plans/ activities to meet these needs in discussion with relevant stakeholders

- To support corporate projects in line with HR workforce plan and organisational objectives Examples are but not limited to developing leadership capability, induction, digital skills, appraisals, staff survey and apprenticeships.
- To develop proposals in conjunction with HR & OD representatives for tailored training interventions to meet Directorate/organisational development needs as part of an agreed workforce plan.
- To lead the commissioning, design and delivery of an effective programme of learning and employee development services (including Equality, Diversity and Inclusion) to meet identified needs, ensuring that programmes are customer focussed, add value, and achieve value for money.
- To develop appropriate systems to continuously monitor progress of learning and development interventions and workforce plans, and to evaluate programmes of learning activity to evidence improvement and benchmarking opportunities.
- To plan and monitor learning and development activities in line with L&D budgets ensuring that spending is in line with organisational, departmental, legislative, statutory and workforce priorities.
- Identifying and investigating national and local trends and initiatives, building these into learning and development activities in order that the organisation can respond appropriately.
- Provide effective line management of staff and identify timely responses to overcome performance issues and take appropriate action where required.
- Build relationships with internal and external partners, customers, and end users to ensure the service provides effective and customer focused learning and development interventions.
- Be responsible for the development, maintenance and review of learning and development & OD policies and strategies and reports for stakeholders and appropriate boards.
- To ensure that best practice professional standards are embedded in all aspect of HR work and Service delivery.
- To undertake any other duties that are commensurate with the level and responsibilities of the post.

- To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies and any local agreements.
- To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- Ensure that the Council's policies on equality, diversity and Inclusion are reflected in your day-to-day practice and behaviour with colleagues and external agencies.
- Evidence of effective learning and development and OD workforce support to employees, managers, and stakeholders.
- Evidence of contribution to learning and development and workforce plans that are in place.
- Evidence of line managing staff on the team effectively through reviewing their performance, supporting their development and growth.
- Effectiveness of Learning Management Systems and commissioning arrangements.
- Effective measurement of learning and development and OD workforce development initiatives through staff surveys.
- Evidence of EDI awareness and integration in the learning offer.

Key relationships (internal and external)

- AD Equality Diversity & Inclusion & OD (Manager)
- POD Team
- Colleagues within the HR department and throughout the Council
- Training suppliers

Authority level

- **Not applicable**

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Significant knowledge and understanding of learning and development (including health and wellbeing) and workforce issues, solutions, and best practice approach.
2. Knowledge of learning, performance, and cultural issues.
3. Excellent communication and relationship skills.
4. Knowledge of statistical reporting and research techniques.
5. Good business awareness/knowledge of operational management.
6. knowledge of Equality Diversity & Inclusion and related issues

Essential qualification(s) and experience

1. Degree level or equivalent qualification
2. MCIPD or equivalent
3. Evidence of continuous professional development
4. Formal management training/development qualification desirable
5. Experience and successful track record in a learning & development and or OD role within a complex organisation
6. Experience of learning & development and OD facilitation and consulting skills
7. Experience of analysing information, diagnosing, defining gaps, and recommending solutions
8. Experience of managing and delivering projects within budget
9. Experience of leading the development of learning and development and OD interventions throughout the employee life cycle
10. Experience of working and communicating effectively with a cross section of stakeholders (front-line to senior leaders)
11. Experience of commissioning L&D providers, including procurement and contract management

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards