

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of Organisational Development [OD] and Internal Communications	Grade: MG4
Section: Change and Innovation	Directorate: Chief Executives
Responsible to following manager: Executive Director of Change and Innovation	Responsible for following staff: <ul style="list-style-type: none"> • Head of Organisational Development and Learning • Head of Internal Communications
Post Number/s:	Last review date: Jan 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To lead on shaping and implementing corporate and large scale initiatives to continuously improve organisational performance and effectiveness through appropriate interventions and projects, resulting in a growing organisational reputation as a great employer.

Specific Duties and Responsibilities

- To manage the OD and Internal Communications functions, working in partnership with Directors, managers and staff to identify, agree and deliver activities that will ultimately support the SSA to achieve its goals
- Work in partnership with HR Business Partners to identify and address the workforce and other priorities of the Directorates, as appropriate
- Lead on and project manage specific large-scale OD projects and initiatives, including but not limited to:
 - developing workforce strategies
 - creating talent management pipeline
 - learning and development
 - performance management
 - reward schemes, staff benefits, surveys and awards
- Provide senior leadership and advice to the to the organisation on large-scale and organisation-wide change projects that require OD involvement
- Lead on the provision of a Learning and Development function, ensuring that it meets organisational needs
- Provide leadership on the development of organisational values and behaviours and related matters
- To continuously review and develop the SSA's apprentice schemes.
- Lead on all aspects of developing the organisation's approach to equality, diversity and inclusion matters in relation to staffing, ensuring consistency and high levels of organisational buy in and creating an environment where all staff feel equally valued
- Provide leadership and advice on the development of effective internal communications and staff engagement tools and strategies
- Lead on all aspects of internal communications, including but not limited to:
 - Relevant intranet and other similar online content
 - Communications relating to specific campaigns and issues as they arise
 - Provision of effective material to staff without online access
- To continuously horizon scan for developments that will affect the organisation and provide proposals for taking these forward
- To be responsible for overall budget management for the service.

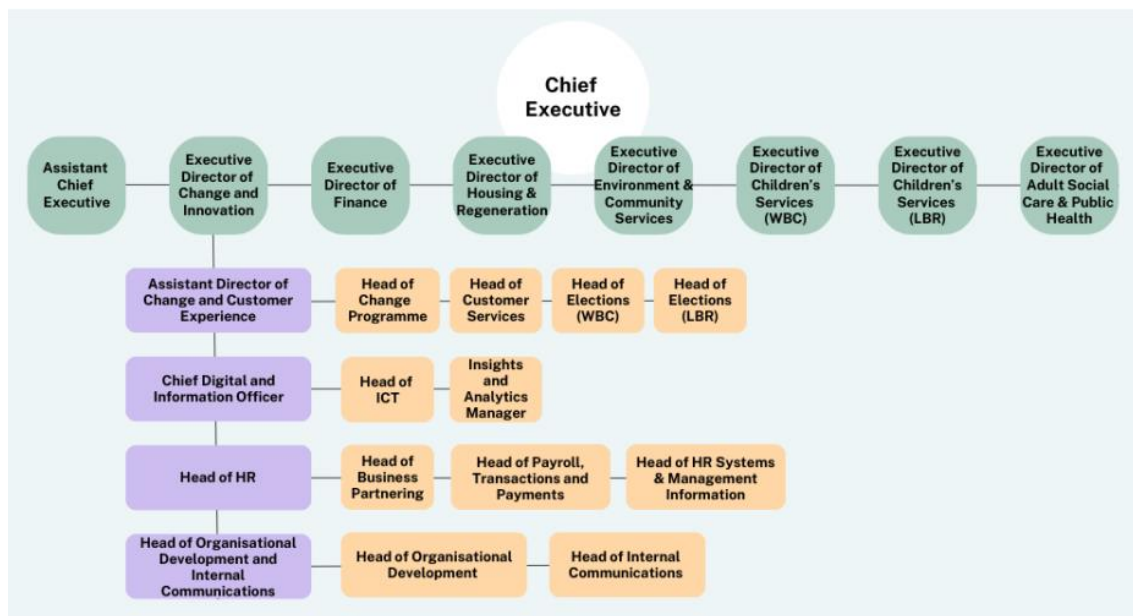
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- The SSA comprises over 3,000 staff.

Team structure



Person Specification

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Our Values and Behaviours

Over the last 12 months, more than 150 of our people have taken part in defining a new set of values that capture the spirit, energy and intent we need to drive forward our ambitions for our residents. Our new values have been built to capture the best of how we work together and to inspire the change we need to create in our culture. The five statements are clear, directional and demanding. They build on our good governance and reliability, emphasising the need for all of us, whatever our role, to show leadership, to be confident, imaginative and creative. As an organisation that's come together to represent a broader part of London, our values reaffirm our commitment to embrace difference, to connect even more deeply and widely and to show compassion and empathy for the people we work with and the people we serve. Our values are :

Think Bigger Embrace Difference Connect Better Lead by Example Put people first

Read more about what they mean

Shaping our way ahead together

Think bigger

Our work is important and challenging. It takes a mix of vision, idealism and ideas to do it well. We use our imagination and creativity to see further, solve problems and make positive change. We find time to plan ahead. We're ambitious. We're not afraid to do things differently or challenge the status quo.

Embrace difference

Our energy and empathy, our strength and ideas come from our mix of different minds. Whoever we are, whatever gender or sexuality, ethnicity or cultural background, whatever health conditions or impairments we may or may not have, however we think and whatever we believe, we support each other to bring our unique perspectives and experiences to work. We don't stand by, we stand up for each others' differences and call out bad behaviour when we see it.

Connect better

We're a big team working across two boroughs. The way we connect, share knowledge and collaborate with each other and our partners makes the difference for our residents. We're open to ideas and inspiration from different places, across our organisation and beyond. We build bridges and break down barriers inside and out. We're ready to adapt and adjust to get the most out of working together.

Lead by example

Whoever we are, whatever we do and whatever role we play, we can all show leadership. We all bring different skills and experience, but we're united by the pride we take in our work and by the standard we set on behalf of our residents. We're always ready and ready for anything. We're dependable, we strive to improve and we support each other. Whoever we are and whatever we do, we're prepared to step up and take responsibility.

Put people first

Our work is all about people. About how we, as people, do the best we can to help the people of Richmond and Wandsworth to thrive. We put ourselves in the other person's shoes. We treat each other and our residents with compassion and respect. And whatever we do, we focus on what it means for the people we work with and the people we serve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of the current context and challenges with local government and understanding of the role of OD in enabling the organisation to achieve its ambitions	Yes		A/I/T
Broad knowledge of the leading edge approaches and developments in People Management, HR, Organisational Development and Employment Law	Yes		A/I/T
Experience	Essential	Desirable	Assessed
Proven strategic HR and/ or OD leadership experience within a large, multi-disciplinary environment, preferably within the public sector	Yes		A/I/T
Experience of leading and implementing OD innovations that have positively impacted on organisational effectiveness, operations and culture	Yes		A/I/T
A track record of successfully leading, translating organisational ambitions into real achievements within a diverse and politically sensitive environment	Yes		A/I/T
Skills	Essential	Desirable	Assessed
Strategic people and OD management skills	Yes		A/I/T
Ability to influence senior leadership and Councillors and to establish and maintain collaborative partnerships	Yes		A/I/T
Ability to lead, inspire and enthuse to build trust, credibility and confidence	Yes		A/I/T
Ability to quickly understand complex strategic challenges and identify potential appropriate solutions	Yes		A/I/T
Ability to deal with ambiguity, being able to give people a sense of focus and confidence as well as understanding the changing strategic context.	Yes		A/I/T
Advanced communications skills with ability to engage with and influence senior colleagues	Yes		A/I/T
Qualifications	Essential	Desirable	Assessed
Degree and/or management qualification equivalent or relevant equivalent experience	Yes		A/I/T

A – Application form / CV

I – Interview

T – Test

C - Certificate