



**Northumberland**  
County Council

## **Senior Digital Skills Adviser**

Candidate Pack

## **Welcome**

Thank you for your interest in joining Northumberland County Council as Senior Digital Skills Adviser.

This is a new role within a redesigned OD & Culture service, created to strengthen our capability at a time of significant organisational transformation.

From June 2026, OD&C will operate under a new agile OD operating model. You will play a key role in squads delivering short cycles of work, bringing a strong OD generalist foundation alongside specialist depth in your digital skills enablement practice to help the service deliver flexible, focused and impactful OD support from day one.

## **About Northumberland County Council**

Northumberland is a county of opportunity – geographically vast, diverse in communities, and ambitious for its future.

The Council is undergoing significant transformation focused on:

- modernisation and financial sustainability
- delivering better outcomes for residents
- strengthening leadership and organisational effectiveness
- embedding an inclusive, values-led culture

Our People & Culture directorate is central to this work, enabling effective services, confident leadership and a thriving workforce.

## **The People & Culture Central Enabling Function (CEF)**

OD & Culture sits within the People & Culture Central Enabling Function, alongside:

- People Service – Employee Relations, workforce planning governance, talent acquisition
- Strategic P&C Partners – early insight at Directorate Management Teams, discovery-lite, and system triage
- OD & Culture – system & behavioural OD, leadership development, capability, culture, Employee Experience, DEI, wellbeing, and change enablement

Together we provide a single People & Culture system, aligned to organisational priorities and resident outcomes

# About the OD & Culture Service - How We Work

OD&C is a single service organised into two practices:

## Practice 1: Capability & Digital Enablement (System Lens)

### The role fits here

- capability architecture
- learning ecosystem
- digital learning & digital confidence
- talent & progression
- DEI equity, data & compliance (including statutory reporting)
- system-side employee experience (EX lifecycle, digital touchpoints)
- organisational insight systems

## Practice 2: Culture, Leadership & Engagement (Behavioural Lens)

- culture and values
- leadership identity & behaviour
- psychological safety & relational wellbeing
- inclusion & belonging
- organisational listening and engagement
- narrative and employee voice
- behavioural employee experience

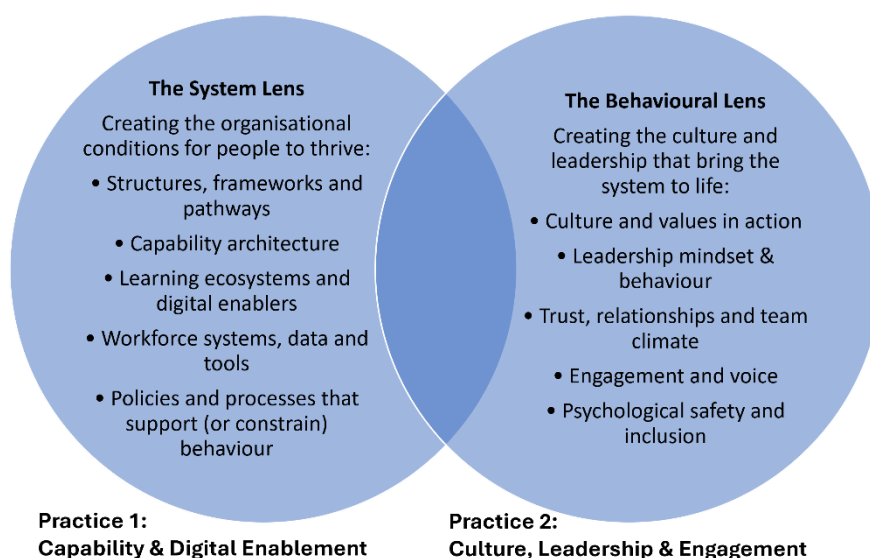
## Shared Domains

Some areas require both lenses; these include:

- DEI (equity & compliance + belonging & inclusion)
- Wellbeing (psychosocial + relational)
- Employee Experience (lifecycle + relational/cultural experience)
- Coaching (system + leadership mindset)
- Change leadership & enablement
- OD & culture data and analytics
- Workforce planning (joint with People Service)

These domains are led jointly by both practices and delivered through agile OD squads.

# The system & behavioural side of OD

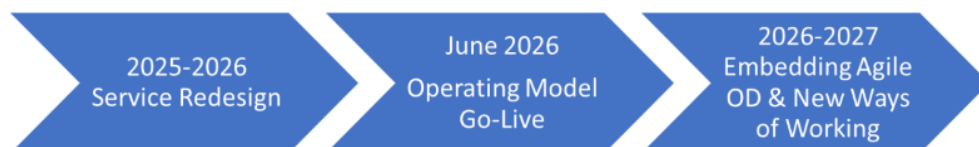


## Two Lenses, One OD&C Service

- System work shapes behaviour
- Behavioural work shapes the system
- OD only works when we deliberately connect the two
- Everyone works across system and behavioural OD
- Boundaries guide focus, not limit contribution

## Our Future Operating Model (Go-live June 2026)

*This describes the model we are transitioning to – not where we are today.*



All OD work will flow through a single operating cycle:

1. Requests & signals  
From Strategic P&C Partners, People Service, Hub (Online Self-Serve portal) / BOC (Business Operations Centre), leaders or existing relationships
2. Intake – one route into OD&C
3. Triage – is it HR, OD or Joint CEF?
4. Backlogs – work prioritised as a service
5. Allocation & OD squads – cross-practice, time-bound groups
6. Short delivery cycles – 2–6 weeks, with check-ins and showcases
7. Evaluation & learning
8. Handover & sustainment

This model gives us:

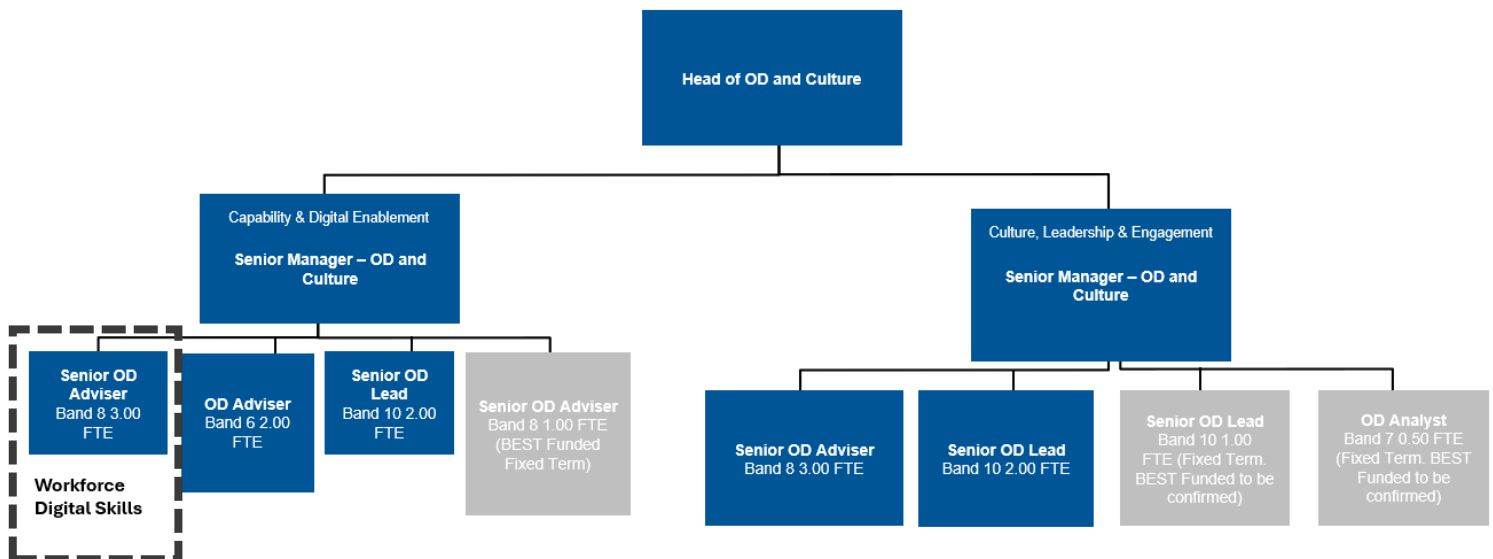
- transparency
- fairness
- consistency
- agility
- strong boundaries
- visible, evidence-driven OD

## About the Roles

You will operate as an OD-generalist first – able to flex across the breadth of organisational development and work across practices as organisational priorities and workflow demand.

Alongside this, you will bring depth in your digital skills specialist area, working with services and leaders to design and deliver OD interventions that translate insight, capability and intent into practical change, adoption and improved organisational effectiveness.

Where these roles sit



# Senior Digital Skills Adviser

## You will lead and deliver work across:

### OD Generalist Practice

- Deliver complex OD and change activity across services
- Diagnose organisational, behavioural and capability issues using evidence
- Design and deliver OD interventions across the full consulting cycle
- Advise and support leaders and managers on performance, behaviour and change
- Work collaboratively across the system to enable organisational improvement

### Workforce Digital Skills

- Design and develop workforce digital capability solutions and confidence building initiatives
- Support digital adoption using OD approaches focused on behaviour, mindset and habit
- Enable effective use of digital tools to support new ways of working
- Address resistance, confidence and behavioural barriers to digital change

### WorkSmart & Digital Enablement

- Support organisational digital enablement linked to WorkSmart and transformation priorities
- Translate digital strategy into practical adoption at team and service level
- Work alongside services to embed digital ways of working sustainably

### Cross-system partnership

You will work closely with:

- People Service
- Digital and IT Service
- Transformation colleagues
- Leaders and managers across NCC
- Colleagues
- Service providers

**Microsoft 365 & Digital Adoption** - NCC's core productivity platform is Microsoft 365, supporting modern workflows, collaboration and self-service through the employee hub. This role will bring strong technical knowledge of the M365 environment to design and deliver digital skills solutions and support workforce adoption, including rollout to frontline colleagues, embedding digital behaviours, and enabling effective use of tools to support service delivery and organisational efficiency.

# What We're Looking For

## OD Leadership & Judgement

- Senior OD practitioner experience in complex organisations
- Strong diagnostic capability and systems thinking
- Confidence influencing leaders and managers

## Digital Learning & LMS Expertise

- Strong experience in digital OD, digital adoption or workforce digital capability
- Ability to apply OD approaches to technology-enabled change
- Confidence addressing behavioural, confidence and mindset barriers to adoption

## Ways of Working

- Comfortable working across multiple priorities through OD squads
- Collaborative, enabling approach to learning and OD delivery

## Values & Personal Qualities

- Curious and learning-oriented
  - Practical, people-centred and evidence-led
- Credible and resilient when working with change and resistance

## What the Selection Process Will Explore

- Your OD judgement and diagnostic thinking
- Your depth of expertise in your specialist area
- Your ability to translate insight into practical impact
- How you work with others to deliver OD outcomes

Shortlisted candidates will be invited to attend a selection event.

## Why Join Us?

- A rare opportunity to help build a modern, agile OD service from the ground up
- Visible, meaningful OD work with senior sponsorship
- Opportunity to shape OD practice standards and ways of working
- Space to practise OD well – with clarity, boundaries and support
- Clear professional pathways across OD & Culture and a strong commitment to developing talent and progression over time
- Attractive local government benefits including generous leave, pension, agile working and wellbeing support