

Northumberland County Council
JOB DESCRIPTION

Post Title: OD and Culture Partner		Director/Service/Sector: People and Culture	Office Use
Band: 9		Workplace: County Hall/Agile working	JE ref: 4433 HRMS ref:
Responsible to: Strategic OD and Culture Partner		Date: May 2024	Manager level:
Job Purpose:			
<p>To support the Strategic OD and Culture Partner to drive the implementation of the People Strategy by leading on the delivery of learning and organisational development initiatives and interventions. Working closely with senior managers and key stakeholders to manage change, implement new ways of working and ensure the workforce has the skills and capacity to meet current and emerging organisational needs. Working with key service areas across the council to support a programme of continuous improvement which helps the council achieve its strategic ambitions.</p> <p>As a key member of the team the OD and Culture Partner will be assigned to client Directorate/s and will be responsible for working in partnership with stakeholders to provide a high quality learning and organisational development service that is customer-focused and drives performance improvement. In particular they will support the development and implementation of people and workforce plans that support directorate strategies and objectives and will provide advice on a wide range of learning and organisational development matters.</p> <p>They will also be expected to contribute across the wider council as required as part of the OD and Culture team.</p>			
Resources	Staff	A team of professional and support staff working predominantly from home and County Hall	
	Finance	Allocated learning and development budgets, and/or substantial contribution to management of budgets. Profiling and monitoring expenditure against forecasts. Managing contracts and service level agreements with contractors and clients.	
	Physical	Responsible for the collection, maintenance and use of significant bodies of corporate data. Careful use of allocated tools and equipment.	
	Clients	Develops interventions, whose applications have a significant impact upon service users. Works closely with partners to deliver services. Some work, particularly in Adults and Children's Services, can cause emotional distress.	
Duties and key result areas:			
<p>Introduce a range of tools and methodologies which support learning, organisational and workforce development and complement service improvement; embedding good practice across the Council.</p> <p>Support the achievement of an organisational culture where staff feel valued, supported, involved, engaged and empowered with the aim of providing safe, high quality services and being recognised as an employer of choice in line with our organisational values and Employee Value Proposition.</p> <p>Maximise digital and technological developments to deliver learning opportunities and support the Council in taking a digital approach.</p> <p>Ensure that development opportunities have clearly defined learning outcomes that underpin organisational values and behaviours.</p> <p>Ensure effective processes are in place to identify organisational training needs and undertake regular training needs analysis in designated areas of the organisation.</p> <p>Evolve our learning and organisational development provision; building on the blended learning approach and engaging with the organisation to look at development of its workforce; and to encourage individuals to self-develop.</p> <p>Assist in maximising the learning and development for colleagues by creating bespoke solutions, digitalised programmes, sourcing external funding and working in partnership with others.</p> <p>Utilise learning and organisational development best practice to find ways to improve our approaches.</p> <p>Be creative with learning solutions to maximise the use of the OD and Culture budget and bring fresh thinking to learning and organisational development needs</p> <p>Deliver development programmes and facilitate learning across the whole of the organisation to all levels including managers, leaders and members.</p> <p>Design and implement a variety of initiatives to measure and improve employee engagement and support NCC being a great place to work.</p>			

Work with Business Support to be jointly responsible for NCC's LMS/LXP platform; content providers and digital solutions; ensuring content; processes and administration of it is maintained; including assessing, developing, and implementing further e-learning content.

Balance processes and systems that deliver compliance training; along with other skills development.

Ensure learning materials issued are accurate, relevant, and quality controlled.

Support the design and development of early careers, succession planning, talent development, career mobility and career development pathways – identifying with managers the opportunity to upskill and prepare internal workforce for future moves.

Support the design and development of all management and leadership interventions.

Work with other People and Culture team members to deliver an employee experience which enables new starters to get up to speed quickly and embeds our culture, organisational values and behaviours.

Provide expert and professional advice on learning and organisational development requirements, solutioning with managers and workforce to grow capability.

Lead and/or support specific projects.

Relationships

Provide specialist expertise and advice to Managers and Leaders across the Council on all matters relating to learning, organisational and people development.

Establish, develop and manage effective stakeholder/customer/supplier relationships and agreements both internally and externally to support achievement of organisational objectives

Work collaboratively with People Advisors to ensure development needs are identified to co-ordinate effective learning and organisational development interventions and activity across the Council and to develop the capacity and capability of managers to undertake organisational development activities within their area of responsibility.

Provide accurate and up-to-date information to stakeholders, utilising this data to inform future activity and help shape learning and organisational development interventions and workforce needs.

Design, delivery and commissioning

Design, develop and commission/implement appropriate interventions to ensure teams deliver better services for internal and external customers and improved services, ensuring best use of resources and value for money.

Evaluation

Ensure all learning and organisational development interventions are evaluated effectively applying appropriate evaluation methodologies to measure and evaluate the impact of learning and demonstrate organisational impact and return on investment

Ensure these evaluations are shared through the relevant forums.

Team

Lead and manage the functional area, line managing the team and managing any external contracts or service level agreements relevant to learning and organisational development. Ensure all staff have annual performance appraisals, training and development needs are identified and addressed, and that they are managed in line with NCC policies.

Self development

Maintain awareness of the changing external environment, developing professional knowledge and skills of organisational development and using this to the benefit of NCC, in addition to your own personal development.

Participate and represent the organisation in regional learning and organisational/human resources related forums/events both internally and externally as appropriate in order to promote the organisation and to share best practice.

Strengthen own skills and competence and be a key part of a strong culture of standards, performance, excellence, procurement and financial management and accountability.

Champion a continuous improvement mind-set and a 'can do' approach to ensuring the People and Culture team delivers added value through its services.

Manage and prioritise own workload, consisting of organisational development, learning and development and project-based responsibilities to meet required deadlines and objectives.

Budget

Maintain accurate records to manage, forecast, track and report regularly on all development spend across designated areas, including managing invoices and budget tracking and return on investment.

Prepare and regular reports for the Head of OD and Culture and Director of People and Culture and the executive group ensuring all aspects of learning and organisational development are monitored and evaluated, producing accurate and up to date analysis.

Work with the Business Support Manager to manage accounts for all suppliers of learning and/or organisational development and content providers, ensuring the council gets best value for money; and utilises contracts fully.
Regularly review development offering to inform future activity and demonstrate value for money ensuring learning and organisational development interventions are relevant and support the council's needs.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves travel to work sites, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours. Flexi scheme applies. Some standby or call out arrangements may apply.
Working conditions:	Agile working applies. Mainly indoors.

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PERSON SPECIFICATION

Post Title: OD and Culture Partner	Director/Service/Sector: People and Culture	Ref: 4433
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Degree level or equivalent standard of general education. Evidence of recent relevant management development. Appropriate professional qualification in Learning and/or Organisational Development or equivalent experience. Thorough understanding of contemporary issues within the service.</p>	<p>Relevant management degree or post-graduate diploma e.g. MBA, DMS. Qualification(s) relevant to the service</p>	
Experience		
<p>Recent extensive experience and consistent professional achievement within an organisation of comparable scope and complexity. Experience and a proven track in the formulation and delivery of learning and organisational development interventions within an organisation of comparable scope and complexity. Experience of resource management within a comparable organisation. A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders. Wide and well-developed knowledge of learning, organisational development and organisational change. For example, leadership and management development, change management, apprenticeship and graduate programmes.</p>	<p>A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.</p>	
Skills and competencies		
<p>Experience of facilitating learning and organisational development interventions as part of learning and organisational development projects/programmes Project and programme management skills and the ability to manage a complex programme of activity with clear timescales, milestones and deliverables. Strong team working skills, and an ability to progress one's own work effectively within the context of a wider programme of learning, organisational development and transformation Excellent interpersonal and communication skills to relate effectively to, and gain the respect, trust and confidence of, colleagues, Council Members, and other stakeholders Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing employees and fostering a positive organisational culture. Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that gain respect, trust and confidence. Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular. Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions. Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others.</p>	<p>IT skills and awareness. Financial and commercial awareness</p>	

Physical, mental and emotional demands		
Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Some contact with public/clients in dispute with the Council.		
Motivation		
A corporate orientation and a commitment to tackling issues in a non-departmental manner. Personality, conduct and credibility that engages and gains the confidence of colleagues, Council Members and other stakeholders.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits.