

Job Description

Senior Organisational Development Adviser

Reference: PC010

Date: November 2025

Job Family:	People and Culture / OD & Culture
Level:	2
Band:	8
Career Track:	Technical, Professional and Supervisory

Job Purpose

To provide expert organisational development (OD) advice and support to directorates, working collaboratively with the People and Culture team to deliver the Council's OD, culture, talent, and capability agenda. The postholder will design and implement OD and change interventions, contribute to organisational development programmes, and offer evidence-informed advice on performance, capability, behaviour, and engagement. By building strong stakeholder relationships and leveraging data and digital tools, the role will drive continuous improvement and support the development of an inclusive, high-performing, and values-driven culture. All activities will be delivered in line with best practice, internal policies, and legislative requirements, with a focus on innovation, agility, and excellent customer service.

Service Purpose

The Organisational Development & Culture service enables Northumberland County Council to thrive by shaping an inclusive, high-performing culture and empowering colleagues to reach their potential. Operating within the People and Culture service, the team combines broad OD capability with deep expertise in Inclusion & Wellbeing, Talent & Capability Growth, Cultural Transformation, Leadership Development & Impact, Employee Engagement & Experience, and Change Leadership & Enablement.

Our cross-disciplinary approach combines versatility and specialist knowledge, allowing us to design and deliver impactful frameworks, development pathways and engagement initiatives that strengthen organisational capability and colleague experience.

We work collaboratively across the Council to lead and enable complex transformation, including system-level and digital change, ensuring our workforce is agile, resilient and aligned with the Council's values and strategic priorities. Through inclusive, evidence-informed strategies and innovative solutions, we foster adaptability and collaboration, equipping the organisation to meet today's challenges and seize tomorrow's opportunities.

Duties and Responsibilities

Leadership

- Provide expert guidance and support to colleagues and stakeholders on organisational development (OD) matters, fostering a culture of continuous improvement, innovation, and psychological safety.

- Mentor colleagues to support professional growth and capability development, contributing to a collaborative and high-performing team environment.

Organisational Development

- Deliver, evaluate, and continuously improve OD interventions that align with the Council's strategic objectives, values, and priorities.
- Develop and implement change initiatives, supporting transformation and cultural change programmes across the organisation.
- Act as the initial point of contact for managers and employees, providing OD advice across areas such as talent and capability development, diversity, equity and inclusion (DEI), health and wellbeing, and change management.
- Advise and support managers in navigating complex OD challenges, including performance, capability, cultural and behavioural issues, and the adoption of organisational initiatives to meet both team and organisational needs.
- Provide guidance to managers and senior leaders on OD frameworks, evidence-based practice, and the application of OD interventions, ensuring alignment with Council values and objectives.

Change Management

- Collaborate with managers and the wider People and Culture team to implement change initiatives and support service improvement aligned with Council objectives.
- Advise and support managers and teams through organisational change, including restructures, service redesign, process improvement, digital capability and technology adoption.
- Facilitate engagement and communication activities to ensure effective, inclusive, and transparent change processes.

Learning and Development

- Design and deliver learning and development programmes that build organisational capability, digital capability, leadership, and management skills.
- Promote and embed digital and blended learning and development solutions, ensuring initiatives are innovative, impactful, cost-effective, and accessible to all colleagues.

Stakeholder Engagement & Management

- Build and maintain strong stakeholder relationships, championing the OD service and promoting a positive, inclusive working culture.
- Collaborate with People Operations, Talent Acquisition, Digital and Transformation colleagues to deliver integrated people solutions and contribute to strategic projects, such as BEST New Ways of Working.
- Develop and facilitate employee engagement forums, community groups, and feedback mechanisms, ensuring colleagues have opportunities to share their views and influence organisational initiatives.
- Deliver marketing and communications interventions to drive engagement, participation, and adoption of OD and skills programmes.
- Manage relationships and contracts with external stakeholders, including training providers and suppliers, ensuring quality, compliance, and value for money.

Policy and Practice Development

- Assist in the development, review, and implementation of OD-related policies, frameworks, and tools, ensuring the employee experience and organisational values are central to all approaches, and that best practice and legislative requirements are met.

Workforce Insight, Technology and Reporting

- Manage and optimise the Learning Management System (LMS) and digital learning tools, including configuration, integration, reporting and analytics
- Provide timely, accurate, and insightful OD data (e.g., learning engagement, capability growth, staff survey results, ROI analysis on development initiatives) to inform evidence-based decision making and drive continuous improvement.

Representation

- Represent the Council professionally by attending and contributing to internal and external meetings, committees, and conferences, supporting strategic HR and OD initiatives.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 6 qualification or above in Organisational development, Organisation Psychology, Learning and development or equivalent senior professional experience. Demonstrates ongoing development in specialist or emerging areas relevant to the service or role

Knowledge, Experience and Skills

- Strong knowledge of equality, diversity and inclusion (EDI), health and wellbeing, data protection (GDPR) and relevant employment legislation.
- Experience of supporting and delivering organisational change within a large and complex organisation, ideally in the public sector.
- Skilled in facilitating and delivering learning and engagement activities, including face-to-face, virtual, and blended sessions, ensuring high levels of participation, inclusivity, and practical application.
- Experience in administering, configuring, and optimising Learning Management Systems (LMS) and digital learning platforms.
- Applies learning design principles, with experience of developing and curating digital learning resources, including interactive media, videos, and e-learning modules
- Advanced user of Microsoft 365 Apps (including SharePoint, Teams, Excel, Power BI, etc.), with the ability to adopt and leverage digital learning technologies and AI-enabled tools.
- Proficient in interpreting OD metrics and workforce data to evaluate programme effectiveness and provide actionable insights for continuous improvement.
- Excellent communication and interpersonal skills, able to build effective relationships with stakeholders at all levels and promote a positive, inclusive culture.
- Strong organisational and project management skills, able to manage multiple priorities and deliver high-quality outcomes to deadlines.
- Evidence of applying evidence-based and innovative approaches to OD practice, with a commitment to continuous improvement and professional excellence.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Change agent:** You are positive and inspirational in leading and supporting others through change.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Influencer:** You influence others, you articulate the rationale to gain their agreement.
- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.

Desirable

- Maintained chartership of CIPD
- Current member of the Chartered Institute of Personnel and Development (CIPD) or another appropriate professional body.
- Previous experience working within the public sector, with an understanding of its unique challenges and requirements.
- Experience of managing people.