Job Title	**OD Manager**
Pay Grade	MG1
Directorate	Resources & Innovation
Division	HR&OD
Reports to	Director of HR&OD
Budget (£)	(OD and Learning Budget)

Role Purpose

- Lead specific OD projects, programmes and initiatives for the Council to support its strategic ambition and to deliver the Workforce Strategy. Work with directorates, Strategic HR Manager, and teams to deliver the OD agenda.
- Lead and manage the Team providing specialised advice, guidance, insight on OD/ policies and workforce development processes, to allow for a consistent practice and interventions.
- Develop, Lead, manage, deliver and embed the Council's workforce strategy.
- Lead and manage EDI function and workstream.
- Manage and develop the Council's Strategic Workforce Organisational Development Plan and processes with a focus on delivering the Council's strategic objectives around culture change and performance excellence.
- Provide 'thought leadership' on all aspects of organisation development and design to the Council ensuring that the Council has the skills, capabilities, values & behaviours, and ways of working that enable high performance.
- Develop and establish Organisational Development best practice for OD /EDI activity culminating in a range of analytics for reporting to ensure cost effective focus performance.
- Work collaboratively as part of the HR Team in accordance with strategic objectives and specifically ensure all OD/EDI processes are followed in compliance with relevant Council policies and procedures.
- Develop effective working relationships with all relevant stakeholders both internally (with a client focus for internal departments) and externally (development providers/agencies).
- Line Management of staff.
- Lead on the effective delivery and implementation of management development programme and all initiatives from the programme.

Measures of Success

- Effectively deliver and embed the Workforce Strategy and related activity.
- Development and Implementation of a new Workforce strategy.
- Year on year improvement in employee engagement results
- Reduction in Sickness levels across the council year on year
- Reductions in ER cases year on year.
- Development and Delivery of organisation development initiatives and Intervention.
- Delivery of all key OD and EDI activities and initiatives effectively

Climate Vision

Harrow is committed to helping staff and residents understand the impact of individual/organisational choices on climate. Contributing to our Interim Climate Strategy is an objective for every employee in terms of measuring success. •
• Effective Management of staff and work programmes. • Take ownership of the Strategic Organisational Development and capability building Plan and Programmes and update to ensure best practice and compliance with the Council's current policies and governance. • Establish the Organisational Development plans, standards and key performance analytics to ensure the OD services can be effectively monitored performance in line with service targets, with particular emphasis on client focus and cost effectiveness. • The post holder will be required to support teams right across our organisation with a range of OD activity in addition to scoping out learning needs for internal/external delivery. • Delivery of the workforce strategy by diagnosing team needs and scoping the required interventions working collaboratively with the Director of OD and HR and line managers at all levels. • Work with external providers and scope out initial requirements to be delivered including cost. • Play a key part in supporting the delivery of our Workforce Plan actions across directorates, in addition to supporting the specific needs of teams. • Work with a range of employees, managers, and stakeholders to ensure appropriate support and specialist advice is provided in a timely manner. • The post holder will be experienced working with a high level of ambiguity and be comfortable working as part of a team. • Play a supporting role in diagnosing, planning, designing a range of internal programmes and activities. • Deliver training programmes, initiatives, and events. This may include presenting to large groups in formal settings e.g., induction days, inhouse workshops etc., (in person and remotely.) • Have the ability to analyse data and using findings to develop a range of solutions. • Contract with key stakeholders to ensure clarity on outputs and purpose of learning interventions. • Manage and contribute to projects as part of the wider HR/OD team and externally with partner agencies to create effective development provision to achieve corporate objectives. • Promote OD programmes and initiatives through a variety of mediums within the organisation. • Manage own workload competing priorities and prioritising of workload of the team. • Have the ability to write standard reports. • Demonstrate good interpersonal skills, managing groups, constantly re-assessing and refocusing priorities. • Prioritising workload and reacting to changing circumstances, taking into account competing demands, organisational priorities, and resources available. • Support employees and teams through change as required. • Take ownership of the commercial drive to increase Business Development activities of the of the team in collaboration with colleagues as necessary and increase HR income generation potential. • Promote and ensure participation in the Council's individual performance appraisal and development initiatives and information management best practice. • To motivate, train, develop and performance manage staff to maintain an effective workforce capable of meeting its objectives.

- To formulate annual operational plans and budgets for the function so that there are clear priorities and appropriate resources are allocated to their achievement.
- To resolve the most complex and high-level operational issues so that they are resolved effectively, and precedents are set for the resolution of similar issues.
- Prepare monitor and control the service budget to ensure that expenditure is in line with the agreed business plan.
- Develop a comprehensive OD/People strategy for the Council that will deliver the corporate and transformation plans;
- Lead for the council on its approaches to performance management, culture and ways of working, engagement, learning and development, values and behaviours, organisation design etc.
- Delivery of the EDI action plans and strategies.
- Manage all corporate OD engagement programmes and surveys, which will include the planning, designing, roll out, response rates and levels, analysing results, attend and facilitate forum events and the subsequent action plans and implementation.
- Ensure all new and existing OD processes are mapped / documented using the most appropriate technologies (software & version controls etc).
- Undertake projects and tasks focusing on enhancing the Teams operational efficiency and improving cross functional team working whilst championing the Customer Service Excellence approach.
- Lead on the complex, cultural and engagement programmes and working collaboratively with the HR Team, Senior Managers / Directors and Legal Services as required.
- Lead on the monitoring the cost effectiveness and overall performance of the OD provisions and monitor the service levels via regular meetings with the respective clients and Directors culminating in the reporting of objective service analytics.
- Lead on the commercial drive to target and expand OD Business Development activities including identifying marketing opportunities with a view to increase income generation for OD and HR services, and in collaboration with the other Heads of ER and Recruitment Services respectively.
- Lead on the OD services risks relating to new processes and given selection processes and campaigns with a view to providing resolutions as appropriate.
- Use IT systems and specialist software relevant to the recruitment services, including recording all work to allow performance management analysis.
- Lead on staff and pulse surveys and all other engagement activities.
- Undertake other reasonable duties consistent with the grade and level of the post

Selection Criteria		
Qualifications, Knowledge and Experience, Skills, and Behaviours		
Role requirements	**Essential**	**Desirable**
• Experience in a senior HR/OD role with people management experience.	✔	
• Experience in using a range of OD Diagnostic tools to scope stakeholder requirements	✔	
• Strong interpersonal skills to build a high degree of credibility and presence to negotiate, influence, inspire confidence and respect, to develop network within and outside of the council.	✔	

• Proven experience in managing multiple OD Projects in a constantly changing environment	✔	
• Experience of working in uncertainty and role modelling effective leadership behaviours	✔	
• Comprehensive knowledge and understanding of best practice modelling as it relates to OD related services management) and the delivery of value for money and savings.	✔	
• Has experience in using psychometric tools. (e.g., 360, Disc, McKinsey 7's Management development psychometric instruments etc.)	✔	
• Can collaboratively work with team and colleagues at all levels to achieve wider organisation abilities.	✔	
• High standard of written, verbal presentational and communication skills	✔	
• Excellent organisational skills to effectively plan and handle workload with conflicting priorities as well as maintaining a balanced customer focus.	✔	
• Experience of working with senior management and providing appropriate challenge where necessary to improve the council's position.	✔	
• Inclusive team worker who can foster partnerships, work collaboratively across teams to achieve desired performance and outcomes in a demanding and pressurised environment independently and as part of a team.	✔	
• Ability to carry out duties outside normal working hours as may be necessary including response to emergency situations and the out of hours services	✔	

Qualifications

Role Requirements.	**Job specific examples** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to degree level or equivalent CIPD or has the equivalent relevant work experience.		✔	
Professional qualifications appropriate to post e.g., master's degree in HRM, master's level CIPD or equivalent		✔	
Evidence of CPD		✔	

Management Competencies *These competencies are relevant to all roles with responsibility for managing staff.*

- Resident Focus
- Works in partnership
- Communicating with Impact
- Financial Grip and Business Focus

• Political understanding • Managing Performance and Delivering Results	• Data-Driven Decision Making • Nurturing Talent and Building Careers • Corporate Awareness