

<b>Role Title</b>	<b>Organisational Development Support Officer</b>
<b>Job Family</b>	<b>Chief Executive Directorate</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO2 - PO3</b>
<p><b>Purpose</b></p> <p>To develop and deliver specialist support/advice for the Organisational Development Team.  To ensure relevant legislation, regulations and policies are complied with.</p> <p>Areas of focus will include:</p> <ul style="list-style-type: none"> <li>• Support the Organisational Development Team to regularly engage with the workforce, respond to opportunities and challenges to ensure Waltham Forest is a great place to work</li> <li>• Be part of the team to deliver a new Leadership Framework and development programme, to ensure Waltham Forest leaders have the skills to be inclusive and creative in all aspects of the Council</li> <li>• Support the creation of career pathways for Waltham Forest communities into the Council and within our existing workforce to ensure every individual can achieve their full potential.</li> <li>• Support the delivery of culture change projects to build on employee and organisational performance across the business.</li> </ul>	
<b>Generic Accountabilities (PO2/PO3)</b>	<b>End Results/ Outcomes</b>
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.

	<p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>

<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p><b>Job Specific Accountabilities (PO2/PO3)</b></p>	<p><b>End Results/ Outcomes</b></p>
<p>Utilise data to make informed decisions about the approach to Organisational Development</p>	<p><b>PO2</b>          Research emerging trends and approaches to support the achievement of organisational development priorities. Identify recommendations to improve and develop Organisational Development interventions within the Council</p> <p><b>PO3</b>          Understand data and trends to inform thinking around innovative OD solutions to mitigate risks or support organisational priorities          Take responsibility to make informed decisions about the right course of action once all the data (quantitative and qualitative) have been considered</p>
<p>Coordinate and support the development and delivery of effective organisational development initiatives.</p>	<p><b>PO2</b>          Ensure effective administration of events including, planning, logistics on the day, feedback on the processes          Manage regular communication and engagement with colleagues from across the organisation, dealing with issues and supporting resolutions on behalf of the OD Team          Manage the team resources to ensure that there is enough equipment and the right tools to deliver OD initiatives i.e. access to online materials, procurement of stationery / materials for employees</p> <p><b>PO3</b>          Review the data produced to identify trends and opportunities to achieve greater impact and identify improvement options          Respond to complex barriers to the delivery of OD initiatives by undertaking further assessments, plan interventions and propose solutions to mitigate risks          Use discretion to make decisions within the remit of the OD initiatives to ensure delivery, identify when concerns need to be escalated</p>
<p>Support the development of a learning culture that promotes the ongoing development of staff and collaboration between teams.</p>	<p><b>PO2</b>          Act as the Organisation Development representative on any committees, forums or focus groups</p>

	<p>Promote the initiatives of the Organisational Team, developing relationships to embed change across the workforce</p> <p><b>PO3</b></p> <p>Exercise creativity and innovation to identify new proposals or ideas to create a learning culture, communicating them to the OD Team and identifying opportunities for implementation</p> <p>Awareness of the consequences of decision making, ensuring that decisions are well considered to support the culture of the organisation and implications are escalated in the case of severe implications</p>
<p>Manage the communications of the OD Team, ensuring that excellent customer service is maintained</p>	<p><b>PO2</b></p> <p>Maintaining and responding to customer enquiries through the email system</p> <p>Ensure that there is an accurate log of the enquiries, response rates and officers responsible to ensure it is maintained</p> <p>Draft messaging to promote OD activities and events through the internal communications channels</p> <p><b>PO3</b></p> <p>Utilise the enquiry data to identify trends and work with the OD Team to identify opportunities to improve customer service</p> <p>Work with a range of senior stakeholders to explain complex data in an accessible manner to inform effective decision making</p>
<p>Manage capacity to provide support across a range of OD initiatives and work with all team members effectively</p>	<p><b>PO2</b></p> <p>Effective management of a range of projects, effective time management, clear prioritisation of work and good communication with all OD Team members</p> <p>Skills and knowledge to use online platforms to support the work of the OD Team</p> <p><b>PO3</b></p> <p>Ability to manage capacity and undertake involved tasks, across a range of workstreams consistently to a good standard and with a strong baseline understanding of OD</p> <p>Identify challenges and risks within the matrix management to ensure that project delivery is maintained</p> <p>Identify complementary areas of work and opportunities to improve output or process delivery through complementary work</p> <p>Create materials to support new members of staff get up to speed with projects as part of their induction</p>
<p><b>Nature of Contacts</b></p> <p><b>PO2</b></p>	

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding  
 May involve direct contact with members of the public.

**PO3**

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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**Procedural Context**

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

Occasionally the post will be expected to work from other locations

**Resourcing**

No budget responsibilities

Supervisory Responsibilities:

No direct line management responsibilities, however will support trainees, contractors, other officers etc as appropriate.

**Knowledge, Skills and Experience**

**PO2**

- Experience planning and organising workshops, focus groups and briefings.
- Knowledge of researching emerging trends and approaches to support the achievement of organisational development priorities.
- Basic understanding of organisational development initiatives and the links to supporting organisational performance.
- Experience updating, reviewing and refreshing of on-line content to support customers understand the service offer
- Experience producing and analysing management information, i.e the Exit Questionnaire process, to identify trends and organisational issues emerging
- Ability to provide administrative support at meetings as required
- Ability to find creative and innovative in finding solutions to complex problems.

- Demonstrates an awareness of the values and behaviours expected from Waltham Forest Council to promote a positive working environment
- Ability to maintain consistent quality of work and to work to quality standards.
- Ability to communicate well, both orally and in writing, with all levels of organisations.
- Ability both to work effectively as part of a team and to work effectively alone.

**PO3**

- Ensure the appropriate tracking and updating of project plans to enable accurate delivery of work
- Ability to produce evaluation information on priority learning and development interventions to enable the assessment of impact and agreement of future needs linked to organisational development priorities.
- Experience of delivering basic briefings and presentations to groups of staff and management meetings to support effective communication of ideas, approaches and proposed interventions linked to priority organisational development work.

**Indicative Qualifications**

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.