

JOB DESCRIPTION

Post:	Organisational Development and Performance Manager
Directorate:	Performance
Department:	Human Resources
Location:	Allocated to Offices in Armagh, Banbridge or Craigavon as required.
Reports to:	Head of Human Resources and Organisational Development
Salary	PO8 (subject to review)
Hours:	37 hours per week, the post holder may be required to attend Council meetings outside of normal working hours.

All employees are expected to model the Customer Care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently.”

JOB PURPOSE:

To oversee and effectively manage the OD and Learning and Development services within the Human Resources and OD Department of the Council to support the Council in delivering its strategic objectives. The post holder will lead the Learning and Development Team in supporting the creation of a performance and learning culture through the successful development of its people ensuring that appropriate strategies, policies and procedures are developed implemented, evaluated and reviewed. The post holder will support the Head of Human Resources and OD, to report on OD and Performance issues at Council and committee meetings and will attend such meetings as and when required. They will also have an influencing role in other functional areas.

MAIN DUTIES AND RESPONSIBILITIES:

1. Responsible for the Organisational Development and the creation of a continuous learning culture within the Council through developing, implementing and reviewing the Council’s OD, and Learning and Development strategies, policies and procedures.
2. Develop and manage a professional and comprehensive range of Learning and Development and Performance services suited to the needs of the Council in pursuit of value for money and best value within Council policies and guidelines.

3. Responsible for the effective development and delivery of a portfolio of services including:-
 - OD Strategy and Services;
 - Employee Learning and Development;
 - Performance Management/Employee Appraisals;
 - Competency Frameworks;
 - HR & OD Business Planning Process;
 - Employee Engagement;
 - Change Management/Transformation.
4. Ensure delivery of effective, agile and flexible OD and Learning solutions to all Departments across the Council.
5. Develop and review OD strategy to include development of appropriate best practice and creation of conditions where employees can successfully meet the challenges of the organisation.
6. Define and embed culture change, maximizing the benefits of an effective Performance and Management System and People Capability Programmes and interventions.
7. Advise Directorates and Departments on the HR implications of strategies and business plans etc. and assist them to plan and implement organisational change.
8. Advise the Head of Human Resources & OD in developing and implementing a People Strategy and workforce plan for the Council to include:
 - Establishing the culture and values of the organisation;
 - Organisation design, populating structures and managing any subsequent employee issues that arise;
 - Workforce efficiency and resourcing measures including productivity, alternative service delivery models, terms and conditions of service etc;
 - Reviewing and redesigning services;
 - Performance review and management systems and processes;
 - Learning and development planning and delivery;
 - Design of change management / transformation toolkits.
9. Support the Head of HR & OD, the Executive Management Team and the Chief Executive in ensuring the strategic direction of the HR and OD Department is aligned to the Council's Corporate Vision.
10. Support and advise the Head of HR & OD, the Executive Management Team and the Chief Executive on strategies and initiatives to inspire and nurture employee engagement.
11. Prepare the Business plan for the HR & OD Department and complete quarterly/mid-year updates.

12. Ensure Risk Assessments, Assurance Statements and responses to Audit reports are completed for the HR & OD Department.
13. Take a lead role in facilitating Member Development.
14. Manage and develop staff within the Learning Development team to ensure that they and any employees for which they are responsible:
 - Promote a “One Council” approach;
 - Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
 - Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
 - Operate within Council policies and procedures;
 - Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
 - Efficiently and effectively manage available resources;
 - Deliver their agreed targets;
 - Work in a corporate and collaborative way with other services and departments.
15. Provide professional guidance and advice to Directors, Heads of Department and Council Officers, Committees and Council on policy and strategic decisions.
16. Develop and embed the evaluation of OD and learning activities, and ensure the delivery of related high quality and timely management information to demonstrate progress against the organisational development plan
17. Produce and co-ordinate reports for Council Committees and other OD and learning information, briefing material and reports as required by the Head of Department.
18. Attend Council and Committee meetings to support the Head of Department, as required, and provide professional advice to elected members.
19. Support the Head of HR & OD, the Executive Management Team and elected members.
20. Take overall responsibility, within the Service area, for the effective management and resolution of stakeholder and customer queries and complaints, Freedom of Information and other information requests.
21. Participate in cross-departmental working groups on Council projects to ensure that OD and learning needs are addressed, and provide professional advice on employment issues
22. Be responsible for electronic and paper-based training records.
23. Represent the Head of HR & OD on all OD, Learning and Performance issues.

24. Undertake relevant duties of the HR Operations Manager in his/her absence e.g. for holiday leave etc. including line management of the HR teams.
25. Contribute to and/or lead on sectoral and professional working groups on OD, Learning and Development and workforce development.
26. Represent the Council and liaise and consult with external bodies and organisations as required.
27. Regularly review the services provided by the Human Resources Department and identify opportunities for improving economy, efficiency and effectiveness.
28. Keep abreast of professional development issues and take responsibility for personal learning and development.
29. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.