

Associate Business Partner - Organisational Development JD, Not banded

JOB TITLE:	Associate Business Partner – Organisational Development
BAND:	TBA
BASE:	XX
RESPONSIBLE TO:	OD Business Partner
ACCOUNTABLE TO:	OD Business Partner

JOB SUMMARY

The primary function of the post is to design, develop and deliver learning and development interventions which meet the needs of the organisation.

In conjunction with the OD Business Partners, the post will also support the design, development, implementation and roll out of local and national OD initiatives within the organisation, including the systems for performance management applicable to both Agenda for Change and other staff groups.

DUTIES AND KEY RESPONSIBILITIES

1. Learning and Development

1.1 Undertaking individual, team, group, departmental and organisational learning needs analysis (LNA) as required, including an annual review and ongoing quality assurance of Personal Development Plan to identify any organisational wide needs.

1.2 Designing, developing and delivering new face to face and online learning solutions to meet organisational needs as determined by OD Officer through learning needs analysis and other diagnostic methods. This may include the authoring of bespoke e-learning packages and working collaboratively with third parties to ensure system compatibility and help to ensure that corporate content requirements are met.

1.3 Leading on the delivery of a range of face-to-face training sessions to staff and managers at all levels in the organisation. The training will be on a range of subjects, some of which may be sensitive or contentious, for example gender based violence and policy into practice sessions.

1.4 Training and facilitation will be carried out with a range of audiences including senior managers (for example business improvement methodologies), line managers (for example policy into practice sessions, line management skills training, change management) and staff (for example

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corporate induction, KSF training).

1.5 Maintaining the accuracy and relevance of learning materials and presentations in line with current Learning and Development industry best practice, and the requirements of NHS and the organisation.

1.6 Managing the evaluation process for learning and development interventions and applying best practice return on investment techniques, including developing appropriate questionnaires or surveys using QuestBack or other online tools, gathering, collating, analysing multiple data sets and providing reports to the OD Business Partners and others as required.

1.7 Providing guidance and introductory training to staff at all levels on corporate performance measurement and service improvement tools such as Activity Based Costing (ABC) and Lean. This will include helping to facilitate Lean events, ABC interviews and other service improvement activities as required.

2. Leadership and Performance Management

2.1 Researching potential interventions to support leadership, management and team development across the organisation, as requested by the OD Business Partners, presenting options to support the design of related programmes where relevant and contributing to the creation and maintenance of an OD database of potentially suitable providers.

2.2 Supporting the effective integration into work practice of corporate performance management processes. For example: providing support to develop KSF outlines; advising and guiding managers and staff on application of process; and providing training and/or support to staff using online and electronic performance management systems (including Domino and e-KSF).

2.3 Designing diagnostic surveys to support the gathering of information from managerial and staff groups pertinent to the development of key business processes, analysing results to identify trends and other key information from multiple, data sets and preparing written summaries of findings for review by OD Business Partners.

2.4 Developing structured content for Focus Group meetings, and facilitating such sessions involving separate or mixed managerial and staff cohorts with the potential for un-constructive challenge, to support diagnostic enquiries in to the conditions affecting key business processes.

2.5 Supporting the design and delivery of performance measurement and service improvement workshops by the OD Business Partners and aiding the sustainable delivery within Directorates of related methodologies such as ABC and Lean.

2.6 Supporting the development by the OD Business Partners of a suite of Key Performance Indicators (KPIs) for the HR and OD Directorate, and the collection, collation and presentation of information required in respect of these.

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3. General

3.1 Line Management of Administrator – including: delegation of tasks, oversight and supervision of work, providing guidance and advice, agreeing performance objectives and personal development plans and undertaking formal and informal appraisal of performance.

3.2 Collating information and liaising with internal colleagues as required to enable tracking of OD objectives, maintaining corporate action plans, identifying potential risks to successful completion and bringing these and possible mitigating actions to the attention of the OD Business Partners in a timely manner.

3.3 The post holder may propose change to local procedures and, where agreed with the OD Business Partners and other relevant stakeholders, put these into practice.

4. Communications and Working Relationships

4.1 Deal with stakeholders from a range of clinical and non-clinical backgrounds, some of whom may be unsupportive of or seek to challenge the work of the Department. These will incorporate a variety of methods of communication e.g. presentations, facilitation skills, report writing, production of learning resources and/or materials etc.

4.2 Facilitate learning sessions on a variety of topics across the organisation for a range of staff groups, including senior managers, line managers and staff. This can be on a 1:1, small group or classroom (approximately 20 people) basis. In these environments, audiences may be willing to challenge the facilitator so persuasion, influencing and motivation skills may all have to be used to communicate occasionally difficult and complex messages. Difficult or complex messages may include the application of business improvement methodologies, such as ABC Costing or LEAN.

4.3 Provide written and verbal updates to the OD Business Partners on findings of best practice research and course evaluations, making recommendations on changes to be made.

4.4 May occasionally be required to represent the Organisational Development team at meetings and events or to sit on local and national working groups

5. Effort Required to Deliver the Requirements of this Post

5.1 Physical Effort

5.1.1 Requirement to travel throughout the country and the rest of the UK.

5.1.2 Requirement to stand for long periods to time when delivering training sessions, on at least 2.5-3 days per week

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5.1.3 Working at a PC/laptop for long periods of time.

5.2 Mental Effort

5.2.1 The post holder's workload is reasonably predictable, but will have frequent interruptions from other staff members for advice, guidance, information and support. When responding to demands from the wide range of staff from all levels across the organisation either during meetings, training courses, or by phone, the post holder must be able to recall, contextualise and apply as appropriate organisational policy, procedures and best practice.

5.2.2 There is a frequent requirement for prolonged concentration for more than half a day, for example: Leading or facilitating events (such as training, focus groups, workshops) for approx. 2.5-3 days per week, or conducting research and drafting reports for at least one day per week.

5.3 Emotional Effort

4.3.1 The post holder will be required to facilitate potentially emotive meetings or learning events where there may be direct challenges to the post holder. As the post holder is supporting and promoting organisational change and development there is the potential that they will be required to deal with emotions in others, such as anxiety, fear or complacency. The post holder must demonstrate their ability to respond to these various emotions in an empathetic way.

5.3.2 The post holder will also require the ability to be emotionally resilient, for example to be able to depersonalise challenges or deal with unconstructive contributions in training and facilitated sessions.

5.4 Working Conditions

4.4.1 Long periods of VDU use on most days.

4.4.2 There is also a requirement to travel regularly (e.g. to OD Leads meetings or conferences) throughout the UK.

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Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • In-depth experience of a range of OD matters, including significant experience in a learning and development role • Experience of design, development and delivery of learning solutions • Experience of Learning Needs Analysis (LNA) • Experience of training facilitation • Experience of design of management development programmes • Experience of design and delivery of Learning and Development to support performance management • Experience of developing eLearning and other technology based solutions 	<ul style="list-style-type: none"> • Experience of management of OD systems • Additional management training • Experience of project management • Experience of administrative management • Line management/team supervision experience
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent • Graduate Member of CIPD, or eligible to join at this level • Additional qualifications and experience should equate to post-graduate diploma level 	
Skills and knowledge	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Experience of report writing, data analysis and interpreting statistics • Ability to prioritise workload, delegate and manage own time effectively • Ability to demonstrate initiative and a creative and innovative approach to problem solving • Knowledge of HR systems • Maintain professional knowledge 	<ul style="list-style-type: none"> • Experience of Activity Based Costing (ABC) • Experience of Lean service improvement methodology • Experience of Line management and supervision • Specialist knowledge of OD interventions
Personal qualities	<ul style="list-style-type: none"> • Excellent interpersonal and customer service skills • Requirement to travel throughout the UK 	