

OD Lead (Culture) JD, Band 7

JOB TITLE: Organisational Development Lead (Culture)
BAND: AFC 7
BASE: XX
RESPONSIBLE TO: Head of Workforce and Organisational Development
ACCOUNTABLE TO: Head of Workforce and Organisational Development

JOB SUMMARY

The post holder will use their highly developed specialist knowledge and understanding of Organisational Development and Staff Engagement theory and practice to coordinate the development and implementation of the new Organisational Development Strategy. They will work closely with the identified leads to embed the strategy across the Trust and drive forward the delivery of the initiatives within given timescales and budget.

They will be responsible for monitoring progress, escalating risks, managing any cross functional service efficiency and reporting back through the required channels. They will be expected to provide support where required to negotiate and influence leaders to achieve results in line with the agreed actions plans. They will provide leadership and focus as necessary and will be skilled in using change management and using resources creatively and innovatively to realise further contributions to the cost improvement programme.

To encourage and develop partnership working and ensure the OD strategy influences all partners both internal and external and ensure that cultural developments are based around patient centred care. To link with internal and external stakeholders including patients and relatives to link cultural developments of training delivery to end user experience.

The post holder will use and develop assessment measurement tool(s) to measure and monitor the impact of the delivery of the OD Strategy on culture and staff engagement providing metrics and analysis to ensure progression towards a positive culture and demonstrating the contribution of this to excellent patient care. To develop forums and communication strategies to widen engagement and develop organisational culture and to lead on working with trade unions and develop effective engagement strategies. The post holder will work with the service transformation lead on projects. They will also effectively develop strategies around values and behaviours in line with the NHS Constitution.

The post holder will also manage the staff survey process, results and development of action plans, working with Service Line and Operational Managers to take action where required to address and resolve issues.

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Longer term the post holder will be responsible for reviewing and developing the OD Strategy further in conjunction with the Head of Workforce and Organisational Development and a key part of the development and implementation of the agile working agenda.

DUTIES AND KEY RESPONSIBILITIES

1. To implement the OD Strategy and action plan, monitor progress and report on current status as required. Use their highly specialist knowledge to support others in the development of their own and their staff's understanding of good leadership, organisational development and changing culture.
2. To lead on being an active member of the DO OD group and develop and to lead on the development of professionalism, compassion and engagement in line with the Cavendish Review.
3. Estimate the resources and participants needed to achieve project goals in the delivery of the OD Strategy. Drafting and submitting budget proposals, and recommend budget changes where necessary.
4. Lead on the development of Trust cultural assessment tools.
5. Deliver Service Improvement Projects.
6. Lead on delivering organisational culture change.
7. Lead on monitoring and delivering improved staff survey results for WF&OD.
8. Lead on developing action plans with service line managers to deliver improved staff survey results around cultural barriers.
9. Lead on developing cultural metrics and how these have impacted on improved patient care.
10. To develop, direct and proactively manage project(s) from beginning to end both individually (for those allocated to the post holder from the WF&OD initiatives) and in conjunction with other Initiative Leads. Communicate project expectations to team members and stakeholders in an effective, timely and clear fashion. Continually manage project expectations with team members and stakeholders. Plan and schedule project timelines and milestones using appropriate tools, tracking project milestones and deliverables. Provide coaching and mentoring where required, motivating and influencing Leads and team members to take positive action and accountability for their assigned work.
11. To support the implementation of the agile working project if approved.
12. Develop and deliver progress reports, proposal, requirements, documentation and presentations and provide advice and support for other leads for their own projects. Determine

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frequency and content of status reports from the project team, analyse results and troubleshoot problem areas and provide advice and support for other leads for their own projects.

13. Proactively manage changes in project scope, identify potential risk/crises and devise contingency plans. Proactively identify and manage inter-work stream dependencies, resolving any conflicts to ensure a fully integrated approach, providing updates to Project Team and Programme Board where required.

14. To work with the other OD Leads and the Performance Team to identify, collate and analyse metrics, from inception and throughout the lifecycle, that can be monitored. Identify the right

reporting routes and committees to provide assurance that the outputs and outcomes of the OD goals are being realised and demonstrate the positive contribution to patient experience and clinical effectiveness.

15. Manage and monitor the staff survey process working with the staff survey provider as required. Ensuring smooth and effective process with increased participation and effective action plans are drawn up by Service Lines to address issues that arise from the analysis of the results.

16. To work in conjunction with the Head of WF&OD and other OD Leads to ensure the effective planning, management and utilisation of the OD budget to maximise return on investment. Responsible for an allocated section of the overall budget, authorised signatory and responsible for verifying purchase/invoice documents.

17. Be a role model, championing and ensuring continual update and review of own practices, bringing back and sharing knowledge with the DO OD group and wider NHS community to ensure the organisation is realising the benefits expected from investment in these specialisms.

18. The post holder will support the Head of Workforce and Organisational Development to continually review the organisation's OD Strategy. Interpreting national policy, frameworks and strategies which may impact on the development of the organisation and progress to identified goals and reflect in the strategy as required.

19. Support the Communications and Engagement lead in the development of a communications and engagement strategy, championing change and showing positive impact. Consulting with Senior Managers and staff representative as required.

20. Support the development and implementation of the agile working agenda.

21. Assisting the commercial agenda through facilitating strategic planning events looking at team development, organisational redesign and change management. Offering creative ways to improve engagement within teams and building effective high performing teams.

22. Delivery of metrics and reports for engagement and partnership working across the trust.

23. Delivery of Service Transformation Projects.

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This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.

Organisational Development Lead (Culture)

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level in a relevant subject or equivalent relevant experience • Post Graduate professional management qualification gained through degree or post graduate qualification or significant equivalent level experience in a Leadership, Management, Team Development, in a highly specialist OD related discipline/subject • Prince 2 (or working towards) or equivalent significant project management experience. • Evidence of recent CPD 	<ul style="list-style-type: none"> • Coaching and mentoring qualification • Certified Leader with experience of service improvement • CIPD or equivalent post graduate qualification or working towards
Knowledge and Experience	<ul style="list-style-type: none"> • Significant proven experience and highly specialist knowledge in organisational development theory and practice, influencing a positive culture and staff engagement through change management • Experience working as a senior manager or significant experience working as an advisor in a developmental role working within a complex organisation • Significant and proven experience in conducting analysis of individual and organisational development needs in relation to staff 	<ul style="list-style-type: none"> • Knowledge of NHS/NELA Leadership and Organisational Development work • An understanding of national qualification frameworks • Experience in providing Culture, staff engagement and organisational

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	<p>engagement and influencing a change to a positive culture</p> <ul style="list-style-type: none"> • Knowledge of key issues facing the NHS and ambulance services in the provision of excellent patient care and putting the patient first • Significant knowledge of MS Outlook, Word and Excel and Powerpoint • Significant experience in providing and receiving complex and sensitive information (organisational change) using negotiating, persuasive and empathetic skills • Strong and varied communication style, with ability to motivate and engage senior managers, providing reassurance and gaining cooperation • Significant and proven experience in multi partnership working with key internal and external stakeholders/agencies • Ability to write clear concise reports, letters, minutes and documents using a good standard of English • Experience in formulating long term strategic plans which impact across the organisation in support of the ongoing OD Strategy and communications and engagement • Significant and proven experience in managing organisation wide projects and delivering anticipated outputs/outcomes • Experienced line manager and provision of supervision/coaching 	<p>development services in an NHS setting</p>
<p>Key Skills</p>	<ul style="list-style-type: none"> • Excellent presentation skills • Strong analytical skills are required to analyse a range of complex facts or situations to present creative and practical options and recommendations for action • Attitude for seeking practical solutions, sometimes requiring sensitivity and empathy • Strong ability for conflict resolution • Planning and organising highly complex activities • Autonomous Practitioner, able to manage own work load, balance priorities and progress multiple tasks under pressure whilst working largely independently on their completion • Ability to delegate effectively • Supporting policy/procedures may need compiling as the action plan and initiatives are progressed • Good understanding of organisation policies and 	

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	<p>procedures</p> <ul style="list-style-type: none"> • Responsible for the provision of advice and guidance on complex OD matters and changing culture • Continual review of best practice and upkeep of specialist knowledge • Development of a knowledge base and tools for senior managers to use to achieve change and the OD goals • Experience of maintaining appropriate financial records in line with organisational good practice and accounting for an allocated budget. 	
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Highly motivated, professional and enthusiastic individual • Driven to succeed in a challenging and evolving environment • Flexible, reliable, proactive team player 	