



North Northamptonshire Council Role Profile

Workforce and OD Officer

Salary: NNCBAND08 – Professional Support Job Family

Responsible to: Head of Workforce and Organisational Development

Purpose of the job

Working within the Workforce and Organisational Development team, the role is responsible for implementing, monitoring and evaluating a range of OD interventions that deliver NNC's workforce strategy, corporate and directorate priorities and its ongoing workforce transformation agenda.

This role is key to delivering consistent and sustainable workforce change, enhancing organisational effectiveness and performance, through bringing together the 'hard' workforce elements (structures, processes, policies, and metrics) with the 'softer' elements (culture, values, behaviours and relationships), to ensure the council's evolving needs are met and its people perform at their best.

This role is focussed on improving NNC's organisational effectiveness by supporting employees to do their jobs well, involving them in change processes, and promoting and enabling a high performance, continuous improvement culture.

Principal responsibilities

1. Support the development of the NNC workforce strategy and directorate workforce plans, to ensure the Council has the capacity, capability and behaviours to deliver its organisational priorities both now and in the future.
2. Lead on the full range of workforce and OD interventions; designing and implementing innovative solutions to key workforce issues, improving NNC's efficiency, effectiveness, and overall performance; and embedding the Council's values and behaviours (typically the postholder will be expected to lead and support on employee engagement interventions, employee recognition programmes, organisational design models and structures, spans of control reviews, Connecting our Managers networks, coordination of Council's Cultural Ambassadors and other discrete OD related areas as directed) .
3. Provide OD, workforce and culture change expertise, advice and support across all levels of the organisation, advising on best practice and latest OD thinking, and

ensuring alignment with NNC's workforce strategy, organisational priorities and values.

4. Actively seek connections with work undertaken elsewhere, managing dependencies, and identifying opportunities for co-delivery with colleagues across the council - developing collaborative approaches to workforce and organisational development, working in partnership with stakeholders to fully understand key business drivers, needs of current and future workforce, and challenges at national, organisational and local levels.
5. Continuously review, measure and evaluate the OD initiatives that have been delivered using data led intelligence and best practice, to ensure the service continues to deliver fit for purpose, high impact organisational development programmes and projects.
6. Conduct readiness assessments to understand the organisation's ability to embrace workforce change; and develop effective strategies to build change resilience and a change ready culture across the organisation, in collaboration with CLT, CLN, transformation colleagues and the wider HR service.
7. Work closely with leaders and stakeholders to identify the impacts of workforce change and develop clear communication plans, in conjunction with the council's internal communications team, to ensure smooth transition. This will also include a requirement to produce and present a range of reports to different audiences and stakeholders; including CLT, CLN, Executive, employment committee and scrutiny as required.
8. Act as a catalyst for workforce changes to improve systems, processes and culture, pro-actively looking for ways to improve the end-to-end customer journey.
9. Support the development of the HR Service Plan, including measurement of action plans that support the overarching workforce strategy; and provide project related support to the Workforce, Policy and Projects team on corporate HR projects (this could include pay and grading, talent acquisition and career pathway planning).

General responsibilities applicable to all jobs

- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
- Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to degree level or equivalent by significant experience	CIPD/OD qualification Project Management qualification/ leadership/management qualification
Experience and Knowledge	<p>Experience working within a busy HR & L&D service and/or a change / transformation environment.</p> <p>Demonstrable workforce/ organisational development and change experience</p> <p>Experience of supporting and leading the delivery of HR / workforce projects and effective change initiatives.</p> <p>Experience of working with a senior leaders and managers to co-design solutions</p> <p>Basic understanding of Employment law</p> <p>A proven track record of leading and implementing initiatives that lead to improvement in service delivery.</p>	
Ability and Skills	<p>Excellent communication skills and knowledge of customer focus and service delivery approaches.</p> <p>Ability to monitor and evaluate workforce plans</p> <p>Strong analytical and problem- solving skills.</p> <p>Strong communication, influencing and coaching skills.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to work effectively as part of a team</p> <p>Working in an agile, flexible way, capable of utilising technology to deliver business-focused solutions.</p> <p>Ability to project manage workforce development projects</p> <p>Ability to design new forward thinking OD interventions</p> <p>Able to handle sensitive and confidential information appropriately.</p> <p>Advanced knowledge of Excel and other Microsoft office programs.</p> <p>Excellent planning, project management, prioritisation and organisational skills</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> <p>Demonstrable commitment to equality, diversity and inclusion in both service provision and employment practices.</p>	