

Change and Development Consultant

Final

Date: July 2018

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| POST: | Change and Development Consultant |
| SERVICE: | People and Change |
| SECTION: | Change and Development |
| BAND: | 7 |
| REPORTS TO: | Change and Development Manager |
| RESPONSIBLE FOR: | No direct reports |
| TYPE: | 1) Hot desking or Agile/Mobile Working |

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

1. Provide a comprehensive change and development consultancy service to meet the needs of the organisation through a learning culture
2. Research, analyse and develop tools and techniques to deliver sustainable organisational change.
3. To be a source of expert guidance on development, change management, and learning.
4. Support the delivery of the corporate programme.
5. Contribute as an effective and collaborative member of the wider People and Change service.

DUTIES

1. **Provide a comprehensive change and development consultancy service to meet the needs of the organisation through a learning culture:**
 - Provide direct support and advice to managers, and staff to agreed performance standards
 - Promote and raise awareness of Council-wide framework for change management, process review and improvement
 - Programme activity to promote, implement and advise on aspects of business process improvements
 - Source, create and provide OD business process improvement resources
 - Support service managers in managing sustainable change
 - Source or create resources to help service managers to implement change promoting and using the Council-wide project management framework when supporting managers.
 - Lead business improvement meetings and take the lead for specific actions
 - Give constructive feedback on proposed process improvements and interventions

- Proactively lead and manage allocated projects encompassing management of all associated resources including project team members and budgets, etc to ensure succession completion and delivery
 - Accountable for the monitoring, evaluation and reporting on the success of change and organisational development interventions.
- 2. Research, analyse and develop tools and techniques to deliver sustainable organisational change.**
- Undertake research projects as agreed with Change & Development Manager.
 - Contact external organisations to identify latest developments in change thinking.
 - Undertake quantitative and qualitative analysis of information.
 - Identify potential for council-wide improvements and make recommendations.
- 3. To be a source of expert guidance on development, change management, and learning.**
- Work with the Change and Development Manager to source, create and promote OD and Change tools, strategies, activities and processes to meet a variety of organisational needs.
 - Support the provision of regular reports to relevant decision making Boards clearly identify the skills, capabilities and behaviours the Council requires to deliver modern public services to support management/leadership decision making.
 - Support managers to enhance their understanding of where the skills of their staff lie and, through improved succession planning arrangements, better deploy their human resources to meet current and future business needs
 - Support the delivery of the corporate learning and development and induction programmes.
 - Take into account the outcomes from inspections and other statutory regimes where these impact on OD and Change interventions.
- 4. Support the delivery of the corporate programme.**
- Monitor, review and evaluate the impact of the programmes and identify any problem areas before they become detrimental to the organisation
 - Working with the Workforce Manager ensure that our staff resources and talents align to our programmes of delivery.
 - Diagnose development needs arising from the programmes of delivery and design change and development interventions accordingly.
 - Pro-actively manage day-to-day relationships with external providers ensuring communication is continually kept up-to-date and in line with key messages as appropriate.
- 5. Contribute as an effective and collaborative member of the wider People and Change service.**
- Work in collaboration with the Change and Development Manager to proactively identify key business drivers and needs, focusing on both the short term and longer term implications.
 - Ensure at all times that objectives and responsibilities are clearly established and all parties remain accountable in the decision making process
 - Actively evaluate all projects/work with a view identifying improvement
 - Develop effective networks within and beyond the Council

6. Take responsibility for continually developing self, in order to maximise personal contribution to the role, through the professional development plan that is a combination of the training and development needs identified from the main duties outlined above and the HR Profession Map Behaviours outlined in the person specification.
7. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.
8. Undertake all the duties within the framework of Equal Opportunities.
9. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

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|------------------------|--|-----------------------|------------------|
| Position Title: | Change and Development Consultant | Date Prepared: | July 2018 |
| Department: | People and Change | Band: | 7 |

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| AF= Application Form | I = Interview | T= Test |
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| | REQUIREMENTS | Essential | Desirable | Assessed |
|-----------|--|------------------|------------------|-------------------|
| 1. | EXPERIENCE AND KNOWLEDGE | | | |
| 1.1 | Demonstrable experience of designing and providing innovative OD consultancy-based services and solutions in an organisation of similar scale and/or complexity | ✓ | | AF// T |
| 1.2 | Experience of supporting service change management programmes | ✓ | | AF/I |
| 1.3 | Credible OD practitioner with knowledge on the best of current thinking on OD developments | ✓ | | AF/I |
| 1.4 | Up to date knowledge of employment legislation, European Directives and Codes of Practice and their implications in the workplace | | ✓ | AF// T |
| 1.5 | Intellectual capacity to demonstrate or acquire an understanding of the broader operating context for the Council and partners | ✓ | | AF// T |
| 1.6 | Well developed knowledge of planning and project management together with the deployment of e-HR systems | ✓ | | AF/I |
| 2. | COMPETENCIES | | | |
| 2.1 | Working with people a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses | ✓ | | T |
| 3.1 | Relating and Networking a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others | ✓ | | T |
| 3.3 | Presenting and Communicating Information a. Speaks clearly and fluently b. Expresses opinions, information and key points of an argument clearly c. Makes presentations and undertakes public speaking with skill and confidence d. Responds quickly to the needs of an audience and to their reactions and feedback e. Projects credibility | ✓ | | T |

| | REQUIREMENTS | Essential | Desirable | Assessed |
|-----|---|-----------|-----------|----------|
| 4.2 | <ul style="list-style-type: none"> a. Applies specialist and detailed technical expertise b. Develops job knowledge and expertise through continual professional development c. Shares expertise and knowledge with others d. Uses technology to achieve work objectives e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity f. Demonstrates an understanding of different organisational departments and functions | | | |
| 4.3 | <p>Analysing</p> <ul style="list-style-type: none"> a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system. | ✓ | | T |
| 5.2 | <p>Creating and Innovating</p> <ul style="list-style-type: none"> a. Produces new ideas, approaches, or insights b. Creates innovative processes, products or designs c. Produces a range of solutions to problems d. Seeks opportunities for organisational improvement e. Devises effective change initiatives | ✓ | | T |
| 6.1 | <p>Planning and Organising</p> <ul style="list-style-type: none"> a. Sets clearly defined objectives b. plans activities and projects well in advance and takes account of possible changing circumstances c. Manages time effectively d. Identifies and organises resources needed to accomplish tasks; e. Monitors performance against deadlines and milestones. | ✓ | | T |
| 3.1 | <p>EDUCATION AND TRAINING Professionally qualified – CIPD (Grad) or applying for MCIPD</p> | | ✓ | |
| 3.2 | Proven credible OD and Change Management Practitioner | ✓ | | |
| 3.3 | Advanced knowledge, skills and experience sufficient to lead on emerging OD and Change Management issues | ✓ | | |