**Job Profile**

**Organisational Development and Learning & Development Principal Officer**

**Level 4 Zone 2**

***It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.***

**Role Purpose**

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| **Introduction**Camden is on a continuous journey of improvement in order to carry on delivering against its ambitions set out in Camden 2025 and Our Camden Plan. The OD and L&D service plays a critical role in supporting the organisation to do this by creating the necessary conditions for the whole organisation, its people, processes and culture to deliver, as effectively as it can, against its aims.In order to do this effectively the OD and L&D service must be focused on the organisations needs and be driven to constantly look for better ways of working to deliver for and support the organisation and our partners. The service must be well-placed to identify the challenges facing the organisation and be driving forward a roadmap as to how the organisation and its partners need to operate, learn and develop in order to have maximum impact on our goals. A successful Organisational Development and Learning and Development Advisor must set their sights high. We want only the best for Camden and the OD and L&D service. You need to be able to bring fresh ideas to the service and challenge the status quo – this is how we work in Camden. You need to be able to see the big picture, join the dots and make links across the business and be comfortable with detail. Striking this balance and creating a positive environment for colleagues is critical. You will need to therefore be a strong collaborator and be able to evidence your ability to gain the trust and support of colleagues, partners and managers as appropriate. You need to be able to balance priorities and be able to work to a high standard, at pace.  |

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| **Role profile: Common Accountabilities *(relevant for all similar Camden roles at this level)*** |
| * Providing high quality advice and information to enable managers to make informed decisions and determine appropriate courses of action.
* Liaising with a range of stakeholders in order to obtain information and participate in research work. Providing quantitative and qualitative analysis, making effective use of research, information and evidence in order to support the development of solutions and strategies and inform service improvement.
* Managing or participating in projects in order to provide expert advice.
* Attending a range of internal and external meetings/groups, representing the Council, directorate or department to ensure views are effectively and credibly communicated.
* Presenting project outputs verbally and in writing to a variety of audiences to enable informed decisions.
* Identifying and outlining creative solutions including issues and risks to assist managers in developing and applying solutions to problems.
* Coaching and supporting colleagues across the organisation to develop capabilities and increase confidence in order to support a high performance culture.
* Regularly review policies and procedures to identify revisions required in light of changing business priorities and other requirements.
* Liaising and collaborating with a range of stakeholders to ensure proposed approaches, policies and procedures are aligned with business objectives.
* Managing or supporting projects and where appropriate project teams to ensure they are delivered within agreed timescales and meet specified requirements.
* Planning, designing and facilitating interventions to support the communication of and engagement with Council plans and priorities.
* Managing a small project team to ensure the delivery of an outstanding service to customers.
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| **Role profile: Role Specific Accountabilities**  |
| * Proactively develop the thinking and recommend approaches to identified OD challenges
* Identify the need for, and deliver organisational development and learning and development interventions, in order to help the organisation function in a way which will enable it to effectively deliver against its aims.
* Focus on delivering outcomes, rather than outputs, that support the strategic direction of the business.
* You need to be comfortable with leading the delivery of workshops, facilitating discussions and focus groups to inform our approach.
* Use data, trend analysis and evidence to support professional thinking, provide critical challenge within the organisation and to inform continuous improvement.
* Actively maintain a body of technical and professional knowledge related to organisation development and learning and development and use this knowledge to inform Camden’s continuous improvement journey.
* Provide expert advice, consultancy, coaching and facilitation across a range of areas including (but not limited to) leadership and management development, inclusion and diversity, performance and talent, culture change and employee experience.
* Provide personal expertise and oversight / participation in project teams to deliver culture and behaviour change.
* Support the development of and manage the continuous improvement of Camden’s learning programme, working closely with colleagues across the organisation and within the service.
* Scoping, planning, delivering and evaluating OD projects, working collaboratively with a range of colleagues to generate the best thinking, and products for the benefit of our ‘customers’
* Promote and support digital learning amongst staff.
* Manage and collaborate with staff effectively across the service on specific programmes / pieces of work as appropriate.

There is a requirement for the whole team to work flexibly, to support colleagues leading on other areas of work, to share good practice and provide cover when needed.  |

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| **Person specification: skills and experience** |
| **The Post Holder will demonstrate:*** An awareness of the organisation’s direction of travel and ambitions for the next 3-5 years, including an understanding of the political and economic environment the Council is operating within.
* Proven track record of supporting and supporting and delivering change in an organisation from an organisational development and / or learning and development perspective.
* A sound understanding of the role of OD and L&D in an organisation.
* Experience of aligning OD activities to support culture and behaviour change.
* Significant experience of working in a customer focused environment.
* Significant experience of working in partnership with a range of stakeholders and developing and maintaining effective relationships.
* An ability to use data, evidence and research to inform activity, decision-making and challenge to the status quo as appropriate.
* An ability to research and report on factors influencing service performance and using this information to recommend/ implement change to improve impact on desired outcomes.
* Strong evaluation skills.
* High standard of approaches to OD, learning and development design, facilitation and coaching skills
* Understanding of learning needs and acting on feedback.
* Experience of driving projects forward and delivery of results on time and within budget.
* Experience of procuring and commissioning L&D, managing contractors and maintaining effective relationships.
* Knowledge or experience of the curation of learning offers including (but not limited to) peer to peer learning, social learning, individualising the learning content.
* Demonstrates commitment to continuous learning for example through horizon scanning, trends analysis.
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| **Person specification: attributes and capabilities**  |
| **A successful candidate will demonstrate the following attributes and capabilities:** **Takes responsibility;*** Takes the lead
* Delivers results
* Flexes style and approach
* Delegates / coaches when appropriate
* Provides systems leadership
* Resilience
* Empowering / works through others

**Strategic thinking;*** Can take a medium-to long term view
* Takes a 21st century and digital focus
* Ambitious and innovative – willing to tackle the status quo

**Customer focused;*** Demonstrates empathy and understanding for the customer experience and needs
* Is outcomes focused
* Puts customer experience at the forefront of thought / decision-making
* Is concerned / focused on quality
* Improvement focused

**Effective judgement and decision-making;*** Acts on facts
* Risk awareness and ability to manage / mitigate risk
* Can use evidence to inform recommendations on business change / improvement

**Political and organisation awareness;*** Demonstrates an understanding of the wider organisation and political perspective

**Effective personal style;*** Self-belief / self-confidence
* Is collaborative / team player, able to build networks and partnerships and maintain strong working relationships with stakeholders
* Is comfortable with complexity
* Open and honest
* Responsive and flexible
* Good communicator - personable and effective
* Strong IT skills
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| **Person specification: the basics**  |
| **A successful candidate will be able to demonstrate the following:** **Education;*** Educated to degree level or has equivalent work experience
* Current knowledge of thinking on learning and organisation development models, tools and techniques, including evaluation methodologies

**Diversity & Inclusion;*** Ability to promote diversity and inclusion in the workplace and in the delivery of services

**Health and Safety;*** Ability to promote health and safety at all times

**Data / information management;*** Understanding of information management, information sharing and data handling in accordance with Data Protection legislation and best practice

**Financial management;** * Ability to demonstrate effective financial management skills
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**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>