



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE: Head of Organisational Development and HR strategy

Grade: MG1

DIVISION/SECTION: Human Resources

Responsible to: Head of HR

Responsible for: Employee Relations, Pay and Reward Manager; L&D Manager, HR Contracts Manager

Post number:

Date:

1. MAIN PURPOSE

- 1.1 The post holder will lead and provide leadership to the Organisational Development team, ensuring that the organisation receives high quality advice and guidance, policy development, management information and learning and development
- 1.2 The post holder will be the organisational lead of organisational development, providing advice and guidance to the council's senior team and ensuring delivery of high profile projects and other pieces of work
- 1.3 The postholder will lead the council's relationship with its registered Trade Unions (TUs), managing negotiations over council employment policy and any other issues
- 1.4 The post holder will be the organisational expert on HR strategy, policy and organisational development and as part of the HR management team to contribute to the leadership of the division and will deputise for the Head of HR

2. MAIN DUTIES AND RESPONSIBILITIES

- To, through the provision of high quality OD and HR strategy support, deliver a high quality workforce for the council.
- To facilitate and ensure the provision of high quality organisational development and employment relations advice to senior officers and managers within LBM.
- To deliver a high quality service to the council by managing the functions within the Organisational Development and HR Strategy team ensuring that recruitment, training,

development, appraisal, performance, workload allocation, quality assurance, risk and other management activities are carried out in accordance with policy.

- To ensure that the council is managing its staff in the most efficient and effective way by leading on the continuous development and maintenance of the organisations employment policies and procedures, liaising with the business, trade unions and colleagues across HR to ensure that the policies and processes are as in line with business and legal requirements as possible
- To build strong relationships with key clients, enabling the service to understand and meet the organisation's priorities. To lead on the client engagement with the organisation around Organisational Development – including building strong relationship with Directors and Assistant Directors, liaising with colleagues at all levels of the organisation and providing reports for DMTs, corporate boards and CMT as required.
- To act as a lead advisor to senior officers on OD and L&D issues and to horizon scan and develop creative and innovative suggestions for how the council can improve its approach to these issues
- To ensure the council is always at the forefront of developments in human resource management by provide horizon scanning capabilities for the organisation – helping to identify potential HR issues or areas where HR support and intervention will lead to improved business outcomes
- To use high quality management information to support the management and delivery of an excellent workforce.
- To improve the organisation's people management through the development, planning and delivery of HR strategic issues via long-term project work including: workforce plans, workforce development, significant change management programmes, and implementation of long-term HR strategy to meet the business needs of the council
- To ensure smooth and productive relationships with the council's recognised trade unions, managing the relationship in partnership with service managers and HR colleagues.
- To act as a catalyst for change, including development of good diversity practice and to meet Council equality targets
- To assist in the delivery of the wider business improvement agenda, such as with Corporate Policy and Partnerships.
- To lead work with other local authorities around shared initiatives, systems and other opportunities; representing the council's interests.
- To keep abreast of legislative, policy and statutory changes that impact the organisation's ability to manage its staff in the most optimum way
- To enable the organisation to improve our approach to strategic HR issues such as talent management, reward and recognition, workforce planning, organisational development and HR policies by developing strategies and approaches to meet these issues
- To deliver a more efficient model for people management for the council by ensuring that the council's HR policies are streamlined, improved and reduced in complexity to enable more efficient use of them by the business
- To improve staff attraction and retention by constantly review the organisation's offer to staff – developing innovative solutions that will help the organisation attract, retain and recognise high quality staff.
- To have overall responsibility for the job evaluation and establishment monitoring processes within HR; ensuring that the council is consistent and rigorous and that these processes are managed efficiently but with the necessary controls.

- To champion data quality in the division, proactively appraising data produced by the service for robustness, ensuring that data quality issues are addressed, and corporate reporting requirements are met, as set out in the council's Data Quality Strategy.
- To be a part of the Human Resources management team – participating in cross divisional work and representing the department elsewhere within the organisation as required
- To be responsible for their own personal development – taking the opportunities presented by the council and developing their own skills and experience where possible.
- To deputise for the Head of HR and to undertake any other task identified by the Head of Human Resources and that is commensurate to the level of the role.

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PERSON SPECIFICATION**

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Qualifications and Experience

- Chartered Institute of Personnel and Development (CiPD) qualified
- Experience of providing high quality and consistent HR advice to all levels of stakeholders in a large organisation.
- Experience of effective working with Trade Unions, staff, partners and key stakeholders
- Experience of managing complex HR projects through to successful conclusion.

Skills and Knowledge

- A strategic thinking with a record of effective and efficient service delivery
- Comfortable with working in fast changing working environments and able to work effectively with ambiguity
- Ability to lead a team of HR professionals to deliver excellent outcomes for the organisation.
- Ability to develop and deliver creative solutions to complex organisational and HR problems
- Proven leadership and interpersonal skills combined with the ability to work effectively as an individual and within a team in an environment of competing priorities and tight deadlines.
- Personal and professional demeanour, probity, credibility, sensitivity and integrity that command the confidence and trust of members, chief and senior officers, staff, partners and other stakeholders

Managerial and personal requirements

- Excellent communication skills, both orally and in writing
- Ability to manage relationships with a variety of stakeholders including Trade Unions – leveraging those relationships to deliver positive outcomes for the organisation
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team