

SINGLE CORPORATE SERVICES

ORGANISATIONAL DEVELOPMENT

Job title:	Senior Organisational Development Administrator	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Organisational Development Practitioner	
Accountable to:	Organisational Development Lead – Culture and Coaching	
Pay Band:	Agenda for Change Band 4	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

The Senior Organisational Development Administrator is responsible for overseeing, scheduling, co-ordinating and ensuring the smooth running of all Culture and Coaching activity and programmes delivered by and on behalf of the Organisational Development team across both organisations.

Job summary

- The Senior Organisational Development Administrator will work with the Senior and Organisational Development Practitioner to develop the Culture and Coaching Delivery Plan, this will include scheduling and co-ordinate all activities and training across both organisations, including but not limited to, liaison with internal and external facilitators, scheduling, booking venues, liaising with participants, arranging invoicing and payment of external provision.
- The post holder will maintain the Learning Management system to ensure all training and training requirements are accurate.
- The post holder provides high-quality administrative support to the Organisational Development (OD) team, acting as the first point of contact for enquiries from end users and facilitators, signposting employees to appropriate development programmes and OD interventions.

Organisational Chart



Specific Core Functions

Culture and Coaching Workstream Specific Core Functions

- In conjunction with the Senior and Organisational Development Practitioner, support the development and delivery of the annual Culture and Coaching Work Plan, including scheduling activities, booking venues, arranging resources, and coordinating facilitators, coaches and speakers.
- Provide day-to-day administration of Culture and Coaching programmes and initiatives, including communication with participants, distribution of joining information, management of pre-work requirements, training reminders, and post-event administration including evaluation activities.
- Maintain accurate records of participation and activity using a range of IT systems, including ESR and other relevant databases, ensuring attendance, engagement and programme information is recorded and updated appropriately.
- Monitor and coordinate evaluation processes for Culture and Coaching activities, producing regular reports on participation, feedback, outcomes and emerging themes to support service improvement and organisational learning.
- Administer and support the delivery of additional Organisational Development initiatives introduced in response to organisational priorities, workforce needs, cultural programmes, staff engagement activities and improvement projects.
- Provide technical and administrative support for Culture, Coaching and organisational development activities delivered through virtual and face-to-face platforms, including room preparation and coordination of resources for internal and external events.
- Maintain effective liaison with internal and external coaches, facilitators, practitioners and stakeholders to ensure the smooth delivery of programmes and interventions.
- Respond to queries received through the Culture and Coaching inbox and provide advice and

information to staff via telephone, email and face-to-face contact, escalating issues as appropriate.

- Maintain registers of interest and waiting lists for Coaching, Mentoring, Cultural development activities, staff networks and other organisational development opportunities.
- Support the administration and coordination of Trust Coaching, Mentoring and talent development initiatives, ensuring participants and stakeholders are kept informed throughout the process.
- Coordinate and administer Culture and development tools and interventions, including but not limited to Coaching programmes, Mentoring schemes, Team development activities, Culture diagnostics, staff engagement initiatives, feedback tools and organisational development resources.
- Support the promotion of Culture and Coaching opportunities across the Trust by disseminating information to departments and divisions and drafting promotional materials for newsletters, intranet pages, Trust Talk and other communication channels.
- Assist with the administration and coordination of staff engagement events, recognition activities, cultural awareness campaigns and organisational development programmes that contribute to the Trust's People strategy.
- Support the collection, analysis and presentation of workforce culture and engagement data, helping to identify trends, areas of good practice and opportunities for improvement.

Organisational Development Administration

- Raising requisitions, purchase orders and receipting all purchases using IPROC as instructed by the Head of Organisational Development, keeping appropriate records and flagging any issues.
- Develop and maintain Standard Operating Procedures (SOPs) for own activities and the OD team.
- Administer and maintain the OD web pages related to programmes as above.
- Oversee and maintain the OD budget spreadsheet.
- Support the Director of Organisational Development and Head of Organisational Development with the management of Healthroster.
- Support staff engagement and development in line with the NHS the People Promise and other strategies.
- Providing general administrative support to the OD team
- Work collaboratively, including sharing knowledge with the other Organisational Development Administrators to provide cover during planned absences and peaks in demand.
- Keep up to date with and maintain a library of Organisational Development, Human Resource and Educational developments.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder is responsible for the purchase of some physical assets or supplies.

Management/Leadership

- The post holder is responsible for day-to-day management of staff of an administrative colleague. The post holder will deal with the initial stages of grievance and discipline; appraisal, acting as an interview panel member; responsible for monitoring mandatory training compliance with their team. The post holder will be responsible for reviewing work performance and progress and manage the allocation of work.

Information Resources

- The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	Literacy/Numeracy at Level 2 Level 3 or equivalent in Business Administration or Customer Service or Team Leading and/or relevant experience	Intermediate Microsoft Office qualification	Application / Interview
Experience	Experience of Programme Administration An applied understanding of Educational Programmes and/or Organisational Development Experience of IPROC or equivalent purchasing system Experience of Oracle Learning Management system (part of the Electronic Staff Record system) or similar Experience of Web site maintenance (SharePoint and SiteKit web software)	Experience of an office environment Experience of working in the NHS or an Educational Body Experience of ESR Experience of using Virtual Platforms eg. Microsoft Teams, Zoom etc for delivery of training.	Application / Interview
Knowledge	Working knowledge of clerical and financial procedures. Working knowledge of project management and support Ability to communicate in written and oral English.	Ability to operate a personal computer with knowledge of word processing, spreadsheets, database and presentation software. Ability to understand and work with financial, administrative and personnel processes and practises.	Application / Interview

		Ability to achieve a high level of accuracy while ensuring deadlines are met. Ability to deal with clinicians, management and staff Ability to communicate clearly in oral and written English. Working knowledge of clerical and financial procedures. Ability to understand and work with financial and administrative processes and practises.	
Skills	Excellent communication, interpersonal and organisational skills		Application / Interview

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.

- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.