SINGLE CORPORATE SERVICES

ORGANISATIONAL DEVELOPMENT

Job title:	Senior Organisational Development Administrator	***To be completed by HR***
Reporting to:	Organisational Development Practitioner	*Job Reference Number*
Accountable to:	Organisational Development Lead	
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 provides a comprehensive and responsive administrative service for staff benefits, recognition, retention and organisational development activity across both organisations. The post holder coordinates communications, enquiries, events, training administration, external provider activity, records and purchasing, using judgement to resolve routine issues and escalate more complex matters appropriately.

Job summary

Act as a key point of contact for staff benefits, responding to enquiries, providing accurate information and signposting colleagues to relevant providers, policies or teams.

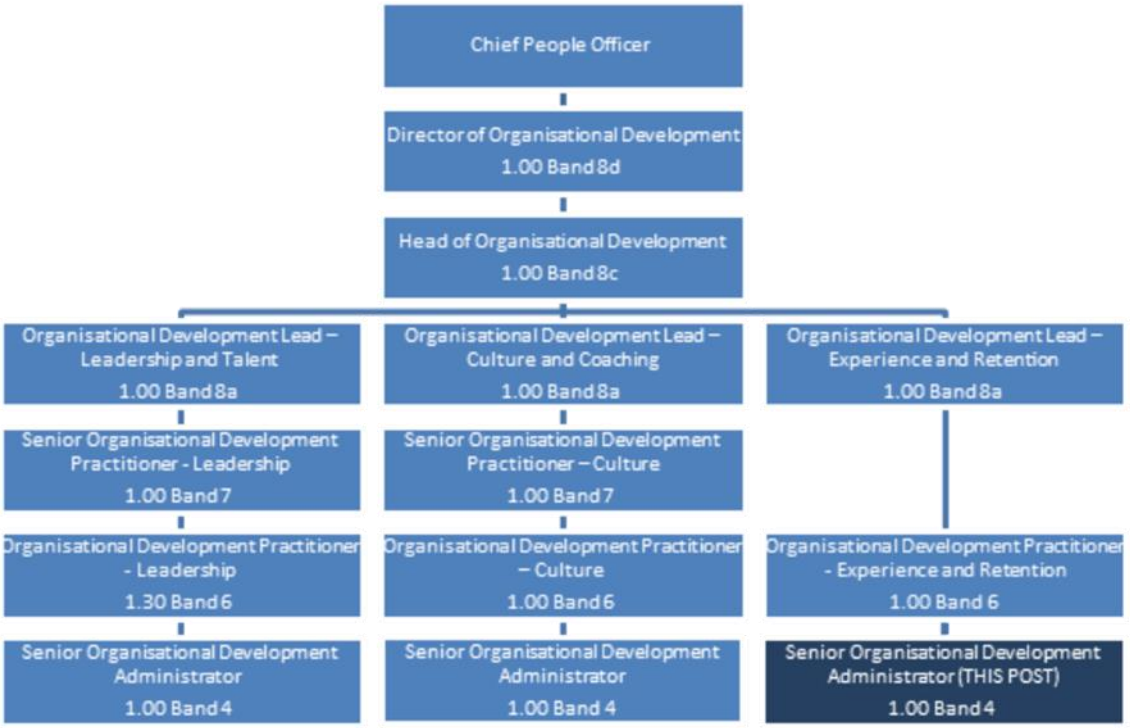
Coordinate staff recognition activity, including Employee of the Month presentations, annual Delivering Excellence awards, Long Service presentations, Greatix administration and the ordering and distribution of Long Service and Employee of the Month badges and associated materials.

Provide end-to-end administrative coordination for OD activities including but not limited to Human Factors training, Affinity Connect retirement webinars and New Consultant Induction, including scheduling, bookings, communications, attendance records, resources and evaluation information.

Produce, maintain and distribute staff benefits communications and brochures across both organisations, ensuring information is accurate, accessible, current and consistent.

Work independently within agreed procedures, prioritising competing deadlines, maintaining accurate information and liaising with internal teams and external providers to ensure a high-quality service.

Organisational Chart



Specific Core Functions

Staff benefits communications and enquiries

- Act as a first point of contact for staff benefits and salary sacrifice enquiries, resolving routine queries and escalating complex, payroll-related or provider-specific matters appropriately.
- Draft, coordinate and distribute clear staff benefits communications through agreed channels, including email, intranet, newsletters, presentations and staff engagement activity.
- Maintain accurate records of enquiries, recurring themes, provider issues and outcomes, producing routine reports to support service improvement.
- Liaise with HR, Payroll, Communications, Procurement and external benefit providers to support campaigns, resolve issues and ensure colleagues receive timely and consistent information.

Staff benefits brochures and information resources

- Coordinate the production, review and distribution of staff benefits brochures for both organisations, ensuring content is accurate, accessible and aligned with current schemes and eligibility arrangements.
- Maintain staff benefits information on relevant intranet and digital platforms, completing scheduled checks and arranging timely updates when schemes, contacts or processes change.

- Gather content from internal leads and external providers, check information for accuracy and present it in a clear, staff-friendly format.

Employee of the Month and recognition

- Coordinate Employee of the Month and Long Service presentations, including confirming recipients and presentation arrangements, liaising with senior leaders and local teams, preparing certificates and materials, and maintaining accurate records.
- Coordinate the ordering, stock control, distribution and reconciliation of Employee of the Month and Long Service badges, certificates and other recognition materials in line with procurement procedures.
- Monitor forward requirements, obtain quotations where required and raise purchase orders using the Trust purchasing system, ensuring value for money and suitable stock levels.

Greatix

- Administer the Greatix recognition process across both organisations, receiving and recording submissions, checking information, preparing certificates and communications, and coordinating approvals and distribution.
- Maintain secure and accurate Greatix records, monitor volumes and themes, and produce routine activity reports as required.
- Provide guidance to staff and managers on the Greatix process and identify opportunities to improve administration, accessibility and colleague experience.

Human Factors training

- Provide end-to-end administrative coordination for Human Factors training, including scheduling sessions, managing bookings, issuing joining instructions and reminders, preparing resources and supporting face-to-face or virtual delivery.
- Maintain accurate attendance and completion records on ESR or other agreed systems, follow up non-attendance where required and prepare reports for programme leads.
- Liaise with facilitators, venues and delegates to resolve routine delivery issues and ensure sessions run effectively.

Affinity Connect retirement webinars

- Coordinate the programme of Affinity Connect retirement webinars, agreeing dates with the provider, arranging virtual sessions, promoting events and managing colleague bookings and communications.
- Issue joining instructions and reminders, support delivery arrangements, maintain attendance records and collate feedback or management information.
- Act as the administrative contact between Affinity Connect, internal stakeholders and attendees, escalating contractual or specialist financial queries appropriately.

Delivering Excellence Awards

- Support the administration of the annual Delivering Excellence Awards, including coordinating nominations, maintaining accurate records, managing communications, supporting the shortlisting and judging process, and assisting with event arrangements.

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

- Communicate clearly and professionally with staff, managers, senior leaders, external providers and partner teams. Provide and receive information that may be sensitive or require explanation, reassurance, tact or agreement, adapting the approach to the audience and escalating concerns appropriately.

Analytical and Judgement

- Review information from enquiries, records and providers, identify discrepancies or recurring issues, apply agreed procedures and determine the appropriate response or escalation route.

Planning and organising

- Plan and coordinate a number of concurrent activities, including presentations, webinars, training sessions, communications and ordering, adjusting arrangements to meet changing priorities and deadlines.

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

- Raise and monitor orders for badges, certificates, printed brochures and other programme resources within agreed budgets and procurement procedures, maintaining appropriate records and stock controls.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- Maintain accurate departmental systems, trackers and records for benefits, recognition, training, webinars, stock and purchasing, producing reports and ensuring information is stored in line with information governance requirements.

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

- Work independently within agreed policies, procedures and objectives. Organise and prioritise own workload, use initiative to resolve routine issues and refer exceptions or higher-risk matters to the appropriate lead.

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	***ow 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 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. 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.	Application / Interview
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 every day 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.