

SINGLE CORPORATE SERVICES

ORGANISATIONAL DEVELOPMENT

Job title:	Organisational Development Practitioner (Experience and Retention)	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Organisational Development Lead – Experience and Retention	
Accountable to:	Head of Organisational Development	
Pay Band:	Agenda for Change Band 6	

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 but as a minimum will require an on-site presence at a PHU/IWT site a minimum of 3 days per week.

Job purpose

The Organisational Development Practitioner is responsible for day-to-day delivery of staff engagement and staff experience activity across both organisations to ensure that both organisations have a motivated, engaged, and high performing workforce aligned to its business objectives and clinical strategies.

The post holder will work closely with the Organisational Development Lead – Experience and Retention and other colleagues to ensure that all employee engagement programmes and interventions are effective, have the desired impact, fully evaluated and represent good value for money.

Job summary

The post holder(s) will work with the Organisational Development Lead – Experience and Retention to design, deliver and evaluate staff engagement strategies to support the People & Organisational Development Strategy and ensuring that both Trusts are equipped to provide excellence in care for patients and communities; and provide a work environment that staff would recommend as a great place to work. The post holder will be required to work closely with stakeholders including Communications, Improvement, People & OD Department and Learning and Development colleagues to ensure a joined-up approach to staff engagement and experience.

Organisational Chart



Specific Core Functions

Staff Engagement

1. Support the Organisational Development Lead to provide engagement opportunities across both organisations and develop a combined approach available to both organisations.
2. Support the delivery of executive led engagement events to embed the NHS People Promise and ensure our peoples voices are heard by senior leaders.
3. Utilise social media to share key messages, encourage engagement and enhance reputation
4. Support the maintenance and development of web pages and develop new ones.

Employee Experience and Retention

5. Day to day management and coordination of the annual National Staff Survey process and the National Quarterly Pulse Survey.
6. Analysis of staff engagement reports to identify trends in data and benchmark against other organisations.
7. Work with the Organisational Development Lead to identify organisation wide actions which need to be taken to improve employee experience
8. Support the delivery of Divisional Trailblazer events to disseminate results and support leaders to develop and implement actions aimed at improving staff experience and retention through co-design of cultural improvement plans.
9. Day to day support for the implementation and management of staff benefits including but not limited to: Vivup, Fleet Solutions, Salary Finance, Wagestream.
10. Support the delivery and day to day management of recognition and reward initiatives, including but not limited to: annual award events, monthly employee of the month, the Chairman's awards and long service recognition.

11. Utilise Exit interview process to identify themes of reasons for leaving of our people and identify and implement interventions to support retention of skilled and experienced employees. Work with HR Business and OD Partners and key groups to help them interpret local results and develop local action plans
12. Manage and provide facilitation of a range of activities including meetings, development and feedback sessions, team development and large-scale engagement events
13. Collaborate, develop and implement interventions aligned to the NHS People Plan – Looking after our people – retention.
14. Support and contribute to the organisations' Delivering Excellence operating model.
15. Support the development of our employee engagement approach in collaboration with the Communications and Engagement department that seeks to develop opportunities to enhance staff involvement
16. Demonstrate collaborative working with Communications, Workforce and Transformation teams to reduce silo effect and maximise potential for success
17. Ensures all engagement and staff experience activity is consistent with the vision, values and Behaviours Framework.

Organisational and Team Development

18. Supports projects and interventions which promote cultural change across both organisations, e.g. Affina Team Working, Inter professional Team Based Action Learning, MBTI, HLM360, Coaching, Mentoring, Leadership Development.
19. Ensure processes and policies and their application across both Trusts are consistent with the respective Trusts values.
20. Support line managers to engage with staff to identify potential risks and improve staff experience and retention.
21. Ensure that when designing and delivering OD interventions, they support values integration, are inclusive and facilitate the development of individuals and teams.
22. Contributes to the People and Organisational Development strategy to improve overall organisational performance and effectiveness.
23. Enables all leaders to develop and deliver a strategic approach to performance improvement, engagement and change management to support the achievement of both Trusts desired culture and behaviours.
24. Provides a professional internal organisational development consultancy service to promote team working, improve performance and engagement and enable successful delivery of the organisations' objectives.
25. Demonstrates engaging, pragmatic and business focused leadership and expertise on organisational development interventions across both Trusts and with key stakeholders.
26. Manages and prioritises own portfolio of work, consisting of organisational development and project-based responsibilities to meet required deadlines and objectives
27. Champions a continuous improvement mindset and a 'can do' approach to ensuring OD delivers added value through its services.

Other

28. Day to day line management, including appraisal, annual leave, sickness and performance management of an administrative colleague.
29. Networking – linking individual and team strengths to OD workstreams. Attend in-person or on-line events as appropriate feeding back and sharing knowledge with the wider OD team.
30. Working within the parameters of each of the Trusts Values and Behaviours Framework.

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 complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

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 is responsible for the implementation of policies for a team/department and proposes policy or service changes which impact beyond own area of activity.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

- The post holder is responsible for day-to-day management of staff within Organisational Development Team (Leadership and Talent). 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 has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD).

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

- Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

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.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	Knowledge of specialist OD/HR topics to postgraduate diploma level acquired through degree and professional HR Qualification or equivalent level of training experience. Level 3 or equivalent trainer/facilitator qualification Evidence of continuous personal professional development	Coaching or Mentoring Qualification, MBTI, HLM360 Facilitator	Application / Interview
Experience	Working in the NHS or equivalent large organisation Experience of design and delivery of engagement activities to understand staff experience Experience of design and delivery of team development activities and facilitating bespoke learning with multi professional teams Working with a diverse range of people in a challenging environment	Successfully managing and supporting project management in a complex organisation	Application / Interview
Knowledge	Broad understanding of the OD agenda in the NHS including a broad understanding		Application / Interview

	of the NHS People Plan including the NHS People Promise. Principles and theories of culture change and engagement and its relationship with patient outcomes Knowledge of a range of organisational development tools, metrics and processes including facilitation techniques, performance appraisal and development reviews.		
Skills	Excellent presentation/facilitation skills Able to challenge and influence effectively at all levels of the organisation in a respectful way Enjoys and is able to bring/communicate energy and enthusiasm in delivery of OD interventions. Is able to reach out to other teams in order to complete key pieces of work and to ensure delivery Excellent I.T. skills – Microsoft Office / Teams / Zoom Able to communicate effectively at all levels and with a wide range of audiences Able to communicate complex information both orally and in writing to a high standard Able to work independently as required on multiple complex issues or as a team member Excellent time management skills with the ability to re-prioritise. Strong organisational and analytical 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.