

JOB DESCRIPTION

JOB DETAILS

Job Title:	Organisational Development Intelligence Lead
Pay Band:	8a
Directorate:	Workforce & Organisation Development
Department:	Organisation Development

ORGANISATIONAL ARRANGEMENTS

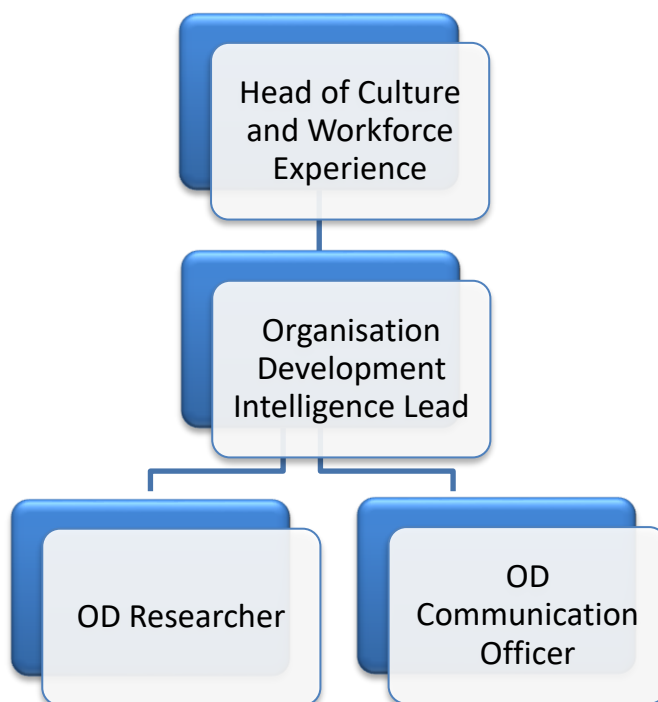
Managerial Accountable to: Assistant Director of Organisation Development

Reports to: Head of Culture and Workforce Experience

Professionally Responsible to: Assistant Director of Workforce & OD

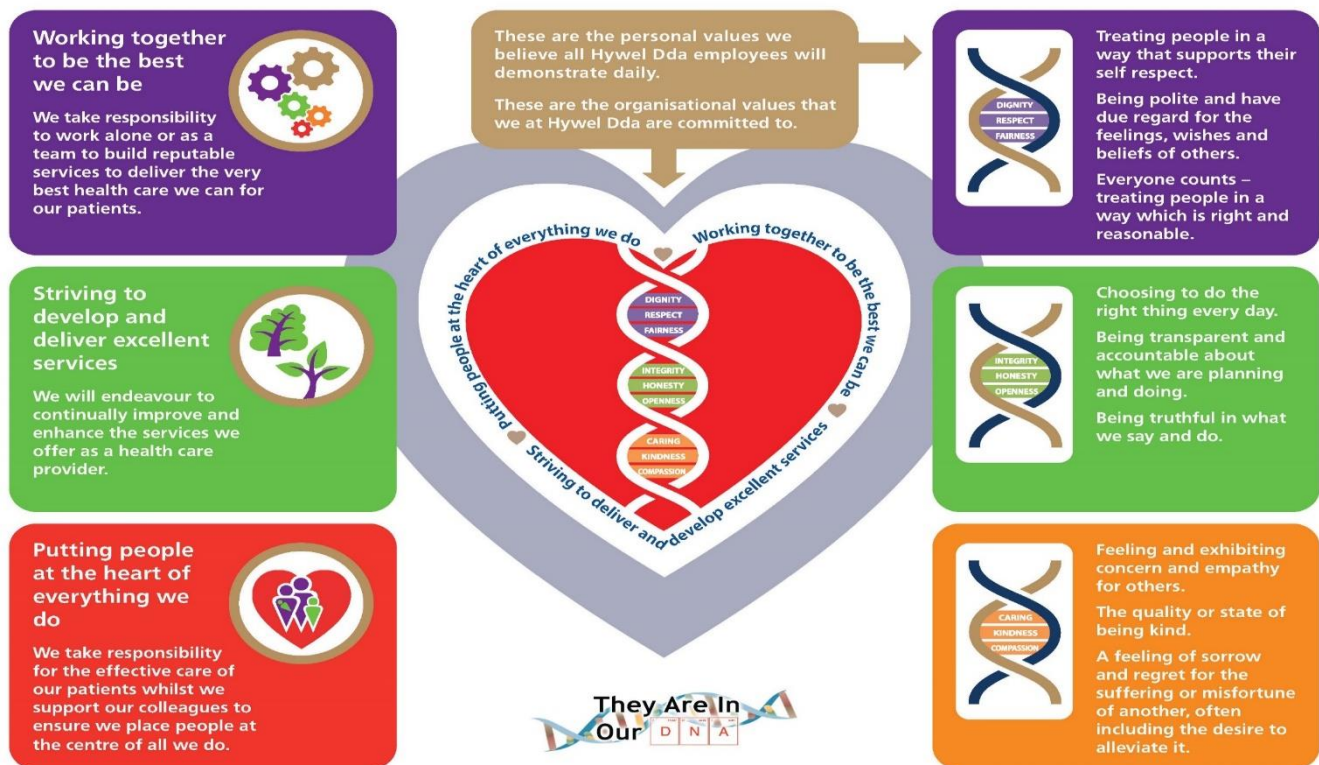
Responsible For: OD communications officer and OD analyst

Organisation chart:



Values and behaviours

Hywel Dda University Health Board (HDdUHB) have developed a set of organisational values that all staff are committed to and help lay the groundwork for the organisations culture. These values are underpinned by three sets of behavioural frameworks outlining ideal behaviours for the nine personal values we want colleagues to demonstrate. These frameworks are not exhaustive and colleagues are encouraged to express these values in meaningful ways that embed these values in day to day working.



JOB SUMMARY / PURPOSE

Knowing more about how our workforce feel about and experience their working lives in Hywel Dda is crucial to support us in learning more about how we put people at the heart of everything we do. This niche role is critical in bringing workforce intelligence to life.

The Organisational Development Intelligence Lead will gather data and information to provide insights into people issues, guide, and inform decision making, to support delivery of the Workforce, Organisation Development and Education strategy 2020. This will encompass the knowledge of statistical analysis, interpretation and presenting data in a meaningful way through various mechanisms. The data will enable W&OD teams to measure effectiveness and support creative thinking and innovative solutions for workforce challenges. This role will be pivotal in linking OD measurements into mainstream leadership and performance approaches.

The role will also lead on OD communications and branding, supporting cultural change through various communication methods, including the emerging digital agenda. The role will support branding for all aspects of W&OD and workforce engagement, intuitively working across all pillars as required.

The post holder will work as part of the Workforce and Organisational Development and Improvement team. They will work and support across all areas of the Workforce and W&OD function as required.

The post holder will provide leadership to the OD research and communications team.

MAIN DUTIES AND RESPONSIBILITIES

Data, Evidence and Research

Use analytical consulting to inform organisational decision making through the design, collation and management of various data sources and provide reports, measures and performance on people intelligence.

Ability to present people intelligence and data in innovative, creative ways for greater understanding and engagement within the organisation.

Generate and align people data with business intelligence to generate insights and trend analysis.

Provide or source information, analytical, statistical, forecasting and benchmarking to comply various W&OD service needs

Work in partnership with all internal stakeholders to develop data streams to measure staff experience agenda, as delegated by Head of Culture and Workforce Experience.

Support the Head of People and OD to provide analytical support, undertake highly complex analyses and presentation of quantitative and qualitative findings, assumptions, recommendations from a range of data and information systems.

Ensure governance protocols are adhered to for Workforce data, maintaining data security and confidentiality and ensure that regulations are adhered to for the physical and electronic storage and disposal or archiving of all records

Support the W&OD approach to maintaining the Platinum Corporate Health Standard.

To provide expert advice and guidance on complex workforce experience information issues across workforce teams and utilise various data visualisation techniques to translate into actionable recommendations.

Responsible for the day-to-day operational management and strategic development of all services within the post holder's portfolio, balancing the need for pro-active strategic planning and organisational development against the reactive demand of operational responsibilities of managing highly complex and variable contentious / sensitive staff resource issues.

Utilise various methods to build psychological safety throughout the organisation so that staff voices are heard and appropriate actions taken, showing progression where possible.

Build the Organisational Development brand internally and externally for Hywel Dda.

Research and Analysis

Conduct research design from a wide range of quantitative and qualitative measures to address issues including staff survey, exit and remain interviews and team data gathering exercises.

Develop and implement a clear project implementation process using complex qualitative and quantitative data to analyse organisational climate to determine gaps and design approaches for improvement.

Discuss highly complex structural change with senior management teams, specifically around adoption of processes, tools and frameworks, ensuring improved staff engagement and well-being are incorporated.

Work in partnership with internal departments and services through people intelligence, which contribute to evolving the quality of patient experience.

Recognise and suggest short-term and long-term goals, milestones, and benchmarks for Organisational Development key performance metrics in relation to improving workforce experience.

Utilise workforce intelligence to develop policies for key Workforce areas whilst offering feedback for continued progress on other policy developments as appropriate.

Communication / Branding

Design communication plans which positively impact workforce experience and engagement.

Facilitate a W&OD approach to staff communication, ensuring each individual feels valued and listened. This will involve working in partnership with the UHB's communications team to ensure a joined up and cohesive approach to staff engagement and staff communication at all times.

Inform the types of messages and ways of communication for the various staff groups, understanding the complexity of communication methods, such as team brief.

Organise vertical data for senior teams to listen and enable staff to forward ideas developed into practice, where appropriate.

The post holder will establish and maintain effective communication with other members of the Workforce & OD team, wider HB colleagues and partner organisations.

Make effective presentations to large groups, providing information on new initiatives and projects, influencing and persuading managers and stakeholders to engage.

Contribute and deliver communications for organisational development, improved staff experience and employee engagement, ensuring appropriate management of social media platforms.

Demonstrate an appropriate level of emotional intelligence when carrying out complex data analysis and staff micro/macro experiences.

Lead and support team brief and team meetings to establish performance metrics and outcome settings.

Develop, build and measure communication channels that support psychological safety
Develop and maintain links across the NHS and Public Services in Wales and wider to participate in the sharing and development of best practice in W&OD approaches.

Reward and Recognition

Build recognition and reward models that support cultural change and various people intelligence trends.

Designs a variety of recognition and awards systems to build employee engagement and value staff contributions across all services for an assortment of reasons.

Understand wider context of employee recognition and reward collaborating with staff benefits, wellbeing services, Learning, and Development to assess Organisational total reward package.

Finance and Resources

Manage direct report resources and expenditure within allocated budget

Support the management of the organisational development budget and authorise expenditure.

Authorise payments for travel and subsistence, timesheets and signing staff employment changes.

Ensure that all activity and service objectives effectively met in compliance with the UHB's Standing Orders and Standing Financial Instructions, scheme of delegation and employment legislation.

Personal and People Development and People Management

Overall responsibility for the Research and Communication team to deliver a wide arena of people intelligence, research and understanding of best practice and innovative new trends. A service that delivers a wide range of communication to support cultural change and builds an OD brand.

Build effective and co productive relationships within the OD Team and across all the W&OD pillars

Facilitate a W&OD approach to team based working, supporting UHB in the development of effective teams.

Undertake a full range of people management services including 100% PADR/Appraisal compliance for direct reports and their staff.

Ensure 100% Mandatory Training compliance for direct reports and their staff.

Ensure all the members of the team are aware of their responsibilities for issues within their area of responsibility.

Design, plan and deliver specialist training in highly complex Workforce & OD issues in informal and formal settings to large and small groups of staff, as necessary.

Present data findings/ trends analysis on both staff experience and organisational culture to internal and external stakeholders up to an including Board and CHC level.

Lead by example in embedding the Health Board's values and behaviours and promote visibility and engagement with staff.

Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities, encourage, and support staff development and training.

Attend statutory, mandatory and essential training.

Information Processing

Interpret national policy and develop local policies and principles; in line with the Health Board's objectives; for the implementation of specialist programmes to support the W&OD agenda

Maintain up to date knowledge of local and national NHS and CIPD professional development, OD, employment law, demographics and labour markets to research best practice and advise on people intelligence, research and communications

Lead, plan, develop, implement, communicate and analyse highly complex staff surveys and organisational temperature checks, identifying and implementing improvement actions with the senior management teams to improve staff engagement, staff morale, retention and performance.

Health, Safety and Security

Ensure Hywel Dda University Health Board meets its legal duties in relation to Health and Safety and as an employee have a statutory duty of care for personal safety and that of others.

Quality

Work independently guided by workforce & W&OD strategies, organisational policies and specific local and national guidelines, advising on how these should be interpreted and implemented.

Support the delivery of the Improving Quality Together (IQT) Programme including contributing to the delivery of the Silver IQT programme and bespoke improvement programmes as required.

Has a high level of emotional intelligence and awareness of own values and beliefs.

Manage complexity, uses critical thinking and analytical skills to underpin sound judgement, and ethical decision making

Equality and Diversity

Actively promotes equality of opportunity and diversity in own area of responsibility. It is intended to go beyond compliance with equality legislation and move towards a situation where there is awareness in your area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity.

General

To undertake any other duties as may be required in relation to the work of the Organisational Development team.

Will need to work for sustained periods with visual display equipment (VDU) and have an ability to travel between sites regularly.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	Masters level qualification or equivalent experience Evidence of ongoing professional development at master's level. Bronze IQT Knowledge of business/ people intelligence tools and analysis methodologies Ability to show innovations, best practice and effective approached to express data, including storytelling Able to turn information into intelligence and use it to provide insightful practical and sustainable solutions Knowledge of the links between recognition, reward and organisational performance	Accredited Coaching qualification at level 5 or willing to work towards. Silver IQT or willing to complete within 12 months of appointment Coaching / mentoring qualification level 5 CIPD qualified Prince 2 or Equivalent	Application form Interview Production of evidence (certificates etc)
Experience	Experience of delivering highly complex people intelligence data through innovative meaningful methods Ability to design various communications methods for people intelligence data. Proven record of accomplishment of delivering innovative solutions to bespoke issues.	Financial management and budgetary control skills Experience of Managing Projects	Application form Interview References

	Experience of working across organisational boundaries and with partners to achieve common goals. Significant experience of advising and influencing at senior management level.		
Aptitude and Abilities	Able to demonstrate situations where effective leadership and management skills have been used Be able to demonstrate tact and diplomacy when working with others Evidence of undertaking presentation to groups Able to work in a fluid role that can require fast pace and rapid change, and cope with high demands. Excellent written and oral communication skills Leadership and motivational skills – able to lead by example and inspire others. A ‘can do’ attitude that will translate the UHB’s strategy into reality Acts professionally with integrity, - role modelling the organisational values and behaviours. Evidence of using experiences to improve practice.	Project management skills.	Application form Interview References
Other	Ability to travel between sites in a timely manner Flexible approach to the needs of the service	Welsh language skills	

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

**** For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The post holder needs to ensure they are familiar with their terms and conditions of service.