

GREATER**LONDON**AUTHORITY

Job Description

Job title: Learning and Organisational Development Adviser

Grade: 8

Directorate: Resources

Unit: Human Resources and Organisational Development

Job purpose

To support the employee engagement and organisational development function providing advice to employees and managers, and supporting the development and delivery of HR&OD projects to meet the GLA's requirements.

Principal accountabilities

1. Provide high quality learning and development advice to employees, liaising with managers on learning needs analysis and team development.
2. Plan, lead and deliver projects within HR&OD to improve processes, support organisational change and develop organisational capabilities in the GLA.
3. Provide consistent and robust advice to managers on people management and development issues and HR policies, enabling decisions consistent with the GLA's objectives of having a skilled and engaged workforce.
4. To design and deliver a range of learning interventions, away days, briefings and similar events, and to co-facilitate with GLA staff and external consultants.
5. To evaluate the effectiveness of Learning and OD programmes and interventions, providing feedback to stakeholders as required and using analysis to drive quality improvements across the service.
6. To carry out analysis of performance reviews, unit development plans, and other workforce development data.
7. Co-ordinate work placements in the GLA, including directly managing the delivery of Mayoral priority schemes such as apprenticeships, traineeships and internships.
8. To contribute to the review of the GLA processes for performance management, probation and induction. This may involve process planning, commissioning, design, HR system build, rollout, and staff and manager engagement and training.
9. To contribute to the development of a positive culture of health & wellbeing in the organisation.

10. Support new and existing GLA staff networks, developing and maintaining internal and external relationships. In relation to projects for which lead responsibility is taken, to manage relationships with key stakeholders relevant to those projects.
11. To support effective marketing of the learning and organisational development function and programmes, using a range of media (including an intranet site, newsletters, email publicity and social media) to provide engaging, innovative and informative communications.
12. Work with the Human Resources Senior Management team to deliver progress on the workforce diversity and inclusion plans with the aim of ensuring a representative workforce at all levels in the organisation.
13. To use resources allocated to the job in accordance with the GLA's policies and Code of Ethics and Standards.
14. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
15. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and project teams. This role will involve working on organisational development initiatives, recruitment exercises and other projects as and when required.

Key relationships

- Accountable to:** Employee Engagement & OD Manager
- Accountable for:** Staff and resources allocated to the job
- Principal contacts:** Senior managers and staff, Assembly Members, the Mayor

PERSON SPECIFICATION

Technical requirements/experience/qualifications

1. Member of the Chartered Institute of Personnel and Development or able to demonstrate an equivalent level of knowledge gained through experience.
2. Significant experience of providing an advisory or internal consultancy service in the area of learning & development in a complex or high-profile organisation using current knowledge of best practice.
3. Experience in planning, delivering and evaluating organisational development programmes and projects to meet organisational needs.
4. Able to facilitate meetings and workshops for a wide range of different audiences and give high quality presentations.

5. Experience of one or more of the following areas:

- a. Providing coaching and advice to managers at varying levels
- b. Commissioning and coordinating management development programmes
- c. Managing apprenticeship or work placement programmes.
- d. Implementing HR systems or new processes for performance management

Behavioural competencies

Building and managing relationships

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication and deliver shared goals

Communicating and influencing

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

Managing and developing performance

... is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

Level 2 indicators of effective performance

- Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
- Ensures own and others' workloads are realistic and achievable
- Provides staff with clear direction and objectives, ensuring they understand expectations
- Recognises achievements and provides constructive feedback and guidance
- Gives staff autonomy and confidence to perform well and to their potential

Planning and organising

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

Problem solving

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach problems
- Seeks the opinions and experiences of others to understand different approaches to problem solving

Organisational awareness

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 indicators of effective performance

- Understands the structure and statutory responsibilities of the GLA
- Understands how own role and work contributes to team and organisational objectives
- Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners
- Is sensitive to the culture and political context of the GLA and uses it to work effectively
- Treats GLA information as sensitive and confidential

Responding to pressure and change

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 indicators of effective performance

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

Reasonable adjustments

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.