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| Job Title | OD Specialist – Interventions |
| Grade | B |
| Directorate | People Directorate |
| Job Purpose | 1. The role works with a senior colleague to design, develop and deliver organisational development interventions to improve organisational effectiveness at an individual, team and organisational level.      1. The postholder will support a senior specialist to create and deliver different OD interventions on both dialogic/emergent and structured methods to enable behaviour and culture change. This could include Human process interventions, Techno-structural interventions, HR interventions and strategic interventions. 2. The postholder must be aware of social and group dynamics and how to use self as instrument to create shared inquiry and surface underlying issues, as well as engage multiple stakeholders in exploring organisational behaviour and complexity. |
| Accountabilities | * Building on insights from OD colleagues in the analytics team, design OD interventions that fulfil unmet needs. Interventions are expected include:   + Human process interventions – coaching, mentoring, training, group work, facilitation, action learning.   + Techno-structural interventions – Lean / Six Sigma, business process re-engineering (BPR), outsourcing.   + Human resource interventions – performance management, reward and motivation, employee surveys, psychometrics.   + Strategic interventions – business planning, cultural change, transformation programmes. * At the specialist level, post holders are not expected to have knowledge and/or experience of all these interventions but should be working towards an understanding of them all. * Understand and be able to articulate how different organisational elements are connected, and their impact on current and future organisation effectiveness. * Developing and applying organisational design principles that align strategy, structure and process * Working with operational teams, design and shape operating models that meet current and emerging business needs * Working with colleagues in L&D, ensure that organisational effectiveness is a key element of the learning strategy * Design and delivery of person-centred, flexible and equitable approaches across a range of people practices * Administrative support to the programme of OD interventions |
| Specific skills and experience | * CIPD Level 5 qualification or equivalent experience * Experience within OD – including developing sense of ‘self as instrument’ * An understanding of how to apply a range of OD models to shape OD approaches, plans and culture – based upon data and insight * Experience of creating, co-creating and curating content with subject matter experts that meets organisational needs * Experience of facilitation, action learning and/or psychometrics. * Experience of working in a complex public sector environment would be advantageous * Excellent communication and interpersonal skills. * Excellent problem-solving and decision-making abilities. * Proficient in HR software and tools. Good experience of risk assessment and creation of solutions to mitigate risk * Excellent verbal and written communication skills to suit different audiences * Good organisational skills * Good IT skills * Good influencing and coaching skills * Effective networker and relationship-builder * Strong track record of Continuing Professional Development and learning as an Organisation Development Practitioner |
| Values & Behaviours  **Excellence**  In my work for CQC:   * I set high standards for myself and others and take accountability for results. * I am ambitious to improve and innovate. * I encourage improvement through continuous learning. * I make best use of people’s time and recognise the valuable contribution of others.   **Caring**  In my work for CQC:   * I am committed to making a positive difference to people’s lives. * I treat everyone with dignity and respect. * I am thoughtful and listen to others. * I actively support the well-being of others.   **Integrity**  In my work for CQC:   * I will do the right thing. * I ensure my actions reflect my words. * I am fair and open to challenge and have the courage to challenge others. * I positively contribute to building trust with the public, colleagues and partners.   **Teamwork**  In my work for CQC:   * I provide high support and high challenge for my colleagues. * I understand the impact my work has on others and how their work affects me. * I recognise that we can’t do this alone. * I am adaptable to the changing needs of others. | |