

# Organisational Development Coordinator -

## Development Role

### Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

### Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

### People and OD Department Vision

As a dynamic team, to act as a highly skilled business partner that is collaborative, responsive, proactive, professional, solutions focused and adds value to the hospice. To work closely with managers, paid staff and volunteers to ensure that North Devon Hospice is the best place to work and volunteer in North Devon. Adopting a fluid, 'one team, one process' approach, to provide simple policies and guidance, supported by slick admin processes and managing people challenges swiftly and effectively. Coaching managers in people management practice is core to our approach.

### It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others

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- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

### **To succeed in this role you will have:**

- A good general education, studying or achieved English and Maths at GCSE Level 4 or above, NVQ3 or equivalent, with the willingness and capability to attain Level 5 CIPD qualification within 2 years of starting in role
- A high level of emotional intelligence, as well as interpersonal and communication skills
- Excellent administrative and organisational skills
- A positive, trust-based and compassionate approach to people and a strong customer focus
- A high level of computer literacy including MS Word and Excel, social media and databases
- A high level of attention to detail and accurate data entry
- Ability to deliver accurate advice and guidance to managers and staff on matters relating to role within the scope of the development plan
- Ability to be positive, creative and solutions focussed, even when under pressure
- Enthusiasm for exploiting technology to enhance business systems
- Ability to be proactive and actively engage and work collaboratively with all areas of the organisation
- Ability to multi-task, manage and prioritise own workload and respond to changing business needs
- Ability to deal with people at all levels with tact, discretion and diplomacy, understanding of the need to maintain confidentiality at all times
- Events planning or project management skills
- Ability to work on own initiative and as part of the team
- Ability to handle sensitive and confidential information with experience of managing personal information and databases, within the framework of GDPR, manipulating data and producing reports
- Willingness to work flexibly within a small team to ensure all activities are delivered in a timely manner and to the required standards (including occasional out of hours / weekend events)
- Ability to successfully lead projects and implement change
- Ability to critically review data and information and analyse and report on the findings
- A strong customer focus and an understanding of how the People Team function can be evaluated in terms of customer satisfaction, responsiveness and added value

### **In this role you will be responsible for:**

- Undertaking a range of organisational development projects contributing to the achievement of the North Devon Hospice five-year strategy e.g. positive psychology, coaching & mentoring, health & wellbeing, learning & development and equality and diversity
- Working collaboratively and proactively with the leadership team and team leaders to promote a positive organisation culture based on inclusion, positivity, trust, compassion, learning, wellbeing and accountability
- Conducting welcome and exit interviews for all starters and leavers, recognising trends and providing insight for continual improvement for SMT and Leadership Team

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- Coordinating the 2 yearly annual staff and volunteer survey and other pulse surveys as required, working alongside the Leadership Team to develop relevant action plans
- Coordinating the use of the apprenticeship levy, maximising the benefits from this mechanism and promoting apprenticeships across the hospice
- Managing maternity, paternity and adoption leave, ensuring that accurate information is provided to payroll
- Overseeing cash plan, employee assistance and salary sacrifice schemes
- Acting as system administrator for the e-learning system, maximising the efficiencies that can be gained from this system
- Producing monthly KPI data that adds value to the organisation, recognising trends providing insight for continual improvement
- Contributing to the development and implementation of innovative, agile and responsive people policies and procedures, ensuring compliance with relevant legislation, exploiting technology to add value to the organisation
- Working collaboratively with the People Team to review and develop agile and efficient people processes
- Working collaboratively with staff representatives, the Staff Consultative Forum and the wider workforce to engage teams in workforce matters
- Regularly measuring the effectiveness of the People Team, seeking customer feedback and learning from this to improve performance and add value
- Proactively using people management information systems to support the organisation and implementation of processes e.g. Healthroster, Blue Stream, Webrecruit, etc.

### **Your competency framework – you will:**

#### ***Strategic Thinking and Setting Direction***

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help you to do things better, more efficiently and improve services

#### ***Sharing the Vision and Delivering the Service***

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

#### ***Leading People***

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

#### **In addition we will ask you to:**

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements

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- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

### **The small print:**

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

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## Professional Development Overview

**Course:** CIPD Level 5 Associate Diploma in People Management

**Provider:** Busec Nova

### **Who is this for?**

This qualification is ideal if you enjoy managing and developing people and if you are:

- Someone with some experience looking to build their career in people management.
- Working as an adviser or HR business partner.
- Someone who leads people management in a small to medium-sized enterprise (SME).

### **What will I learn?**

You will gain a deeper knowledge of how to build successful relationships, how to develop talent within your organisation and how to guide strategic planning. You will study three core units, three specialist units and the Busec Nova recommended optional unit.

#### **Core units:**

- Organisational performance and culture in practice.
- Evidence-based practice.
- Professional behaviours and valuing people.
- Specialist units:
- Employment relationship management.
- Talent management and workforce planning.
- Reward for performance and contribution.

#### **Optional units:**

Of the optional units you will be asked to complete the 3 highlighted below:

- Specialist employment law.
- Advances in digital learning and development.
- Learning and development essentials.
- People management in an international context.
- Diversity and inclusion.
- Leadership and management development.
- Wellbeing at work.

### **How long will it take me to qualify?**

Fourteen months.

### **What is the Professional Plan?**

You will be asked to complete the course via the Professional Plan. The Professional Plan is for individuals who are looking to study in a group environment with other likeminded students. The Professional Plan follows a timetabled approach with online tutor-led workshops. Always supported by our student care team, you will know exactly what and when you will be studying.

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## ***Who is this for?***

The Professional Plan is likely to suit you if you are:

- Looking for a structured 'classroom' approach to studying with a set timetable.
- Keen to study with a group.
- Comfortable with online workshops, supplemented by independent study, as a way of learning.
- Happy to wait a short while, if necessary, for the next cohort to launch.
- An organisation looking to put a small group of learners through a CIPD qualification at the same time. A discount would apply to group bookings.

## ***How does it work?***

New cohorts launch every 2 months. During your enrolment you will receive a timetable of online workshops with submission deadlines. You will also have access to the recordings of these webinars, and copies of the PowerPoints included in them, afterwards and in the case of being unable to attend.

You will also be able to access workbooks and a library of learning materials online. You can have unlimited access to these 24 hours a day for any background reading and work.

Please note that places on the Professional Plan are limited to 13 to 16 students per cohort and that your start date may differ dependent on if your first choice is no longer available.

Our Student Care team is always available to provide support and help.

## ***Will I do my study in my own time?***

The hospice will cover the fees for this course. We will be flexible with working hours, but we do ask that the majority of your study is in your own time.

## ***What is included?***

- Live webinars and access to recordings of them afterwards.
- Further learning materials online.
- Online and telephone support through Student Care.

Feedback turnaround times: We ask students to meet deadlines as set in the timetable. In return, we promise to deliver planning feedback within five days of receipt and deliver final, provisional marks within 10 working days. When work comes in on deadline, students regularly receive feedback within 24 hours.

The only cost you will need to pay is your student membership of the CIPD. This is paid directly to the CIPD.