

Job Description

Job Title:	Senior Organisational Development Specialist
Date:	August 2019
Responsible to:	Director, People and Communications
Location:	Wellington
Job Status:	Permanent
No. of reports:	nil
Delegated Financial Authority: (If applicable)	nil

Background

TAS works with the leaders and practitioners who plan, commission and provide health and social care.

We bring together sector experts with data analysis and health system insights, helping our customers make informed decisions and improve service planning and delivery. We also help build capability in the sector through education and training. Ultimately it's about working together to create a world class health system for Kiwis.

TAS is owned by the six Central Region District Health Boards (Capital and Coast, Hutt Valley, Wairarapa, MidCentral, Whanganui, and Hawke's Bay). Established in 2001, we are a professional services organisation providing a range of strategic, advisory and programme management services across the health and social sectors, including:

- Sector collaboration
- Data management
- Strategy, innovation and insights
- Capability building
- Programme management services

Vision and Values

At TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders.

Our 2020 Vision is 'Supporting our partners to deliver the best health outcomes for all New Zealanders'

We are committed to building a values based high achieving organisation across all of our relationships and activities. Our corporate values of aspiration, courage, professionalism and integrity are central to how we work at TAS.

Our Employee Value Proposition is 'We are committed to growing innovative, trusted, expert advisors, who love what they do to make a difference.'

Our Values are:



Business Group

The People and Communications Team is a key business unit within Central TAS that ensures there are consistent standards, policies, processes and disciplines across critical business support functions in HR, Organisational Development (OD), culture and engagement and Corporate Communications.

The Organisational Development function is a key strategic enabler of TAS's future success – as work on TAS culture, leadership and talent is at the heart of TAS's future strategy. This small, agile, yet highly specialised group are tasked with designing great processes and practices for the future (building the plane for tomorrow) while at the same time, ensuring today's business runs smoothly and provides a positive people experience for all TASers (flying the plane today!)

Job Purpose

The Senior Organisational Development Specialist will identify, evaluate, develop, implement and manage our learning and development needs, as we create a culture of leadership and growth, to help our people flourish. You will lead organisational development strategies to help our leaders grow and develop their team's learning and growth needs. You will also lead the design, development and implementation of strategic and tactical OD/people solutions and services aligned to our strategy, culture and values.

Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

<i>Accountability Area</i>	<i>Description</i>
Learning and Growth (L&G) Strategy and Delivery	<ul style="list-style-type: none"> • Create and implement the L&G strategy, in collaboration with the People and Communications Team so that it complements the People strategy, and is aligned with our strategic direction and business plans • L&G strategy is aligned with stakeholders needs, while providing high quality fit-for-purpose solutions • Ensure high quality L&G solutions are provided that use relevant and best practice adult learning instructional design and methodology • Maintain an external perspective of relevant trends, developments and best practice, integrating these where relevant into TAS OD strategies • Develop, publish and facilitate annual L&G in-house calendar / programme • Own the L&G budget ensuring solutions are delivered on time and within budget
Leadership Development	<ul style="list-style-type: none"> • Create and lead a fit-for-purpose Leadership strategy for all our leaders which embodies our values and increases our leadership capability across this population i.e. from emerging to executive leadership • Develop and implement a plan to deliver the leadership strategy • Create and evaluate measures of success for delivery of the programme and increase of our leadership capability • Practice lead for innovative development solutions regarding leadership development
OD support, solutions and advice	<ul style="list-style-type: none"> • Provide our people and leaders with high-quality advice, solutions, and assistance across the full range of OD functions that is consistent with TAS strategy and best practice, including career progression, talent management and capability skills building • Ensure delivery of advice, solutions and support meets agreed requirements, and service delivery standards and expectations • Working with the People and Communication Team to develop and conduct effective induction and orientation sessions • Collaborate with people leaders to develop and implement career-paths for common roles • Contribute to the development, review and implementation of policies and procedures as required to ensure best practice organisational development solutions that are fit for purpose, acknowledges

	<p>opportunities for standardisation, and supports the achievement of TAS goals/culture</p> <ul style="list-style-type: none"> • Monitor and evaluate OD programme effectiveness, outcomes, success and ROI regularly, including reporting to the TAS Board and senior management
Relationship management	<ul style="list-style-type: none"> • Establish and maintain constructive, effective working relationships with people leaders and key staff in TAS, as well as external stakeholders • Develop a sound understanding of people leader's challenges, issues and priorities • Actively manage customer expectations and maintain timeliness in delivery • Work collaboratively with customers to understand business needs and identify and develop processes and procedures to support the delivery of L&G solutions.
People and Communications Team (P&C)	<ul style="list-style-type: none"> • Help shape the P&C function through active contribution to the development and implementation of the People Strategy and associated action plans, initiatives and projects • Account manager for Organisational Development related third-party vendors / suppliers; also providing research and recommendations on additional services to the Director People and Communications • Contribute to the performance culture of the team, which delivers high quality services to its customers and stakeholders, and has strong relationships with leaders and staff, and role models professionalism across the organisation • Take personal responsibility for seeking learning and growth opportunities to enhance expertise, share learnings and incorporate 'next-practice' into the appropriate OD strategies
General	<ul style="list-style-type: none"> • Undertake other reasonable duties as required relating to the functions and responsibilities of the business unit and wider TAS • Take responsibility for meeting our obligations in workplace health, safety and wellness by making sure your own actions keep self and others safe, healthy and well

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Internal

<i>Who</i>	<i>For what purpose</i>
People and Communications team	<ul style="list-style-type: none"> • Work collaboratively across the team and wider TAS to deliver high quality organisational development support, solutions and advice • Other support as required across the team
People leaders and employees	<ul style="list-style-type: none"> • Work collaboratively to provide integrated support to customers and stakeholders • Approachable and reliable team player who contributes positively to the overall high performance of the organisation.

External

<i>Who</i>	<i>For what purpose</i>
District Health Boards (DHBs) Contracted service providers e.g. training, leadership and development organisations Support agencies, e.g. SSC, MIBE	<ul style="list-style-type: none"> • As appropriate, work collaboratively to establish productive and positive relationships. • Manage relationships in a manner that represents TAS values and commitment to excellence.

Person Specification

Education/qualifications

- A relevant tertiary qualification(s) in education or relevant field; or relevant experience in the Organisational Development field

Essential skills, experience and qualities

- 5 or more years' experience as an OD generalist delivering the full range of OD services, preferably sole-charge of this function
- Proven ability to carry out OD services in a professional manner, using proven methods both traditional and modern
- Proven ability to complete the full learning development cycle (needs assessment, plan, develop, coordinate, monitor and evaluate)
- Familiarity with implementing OD best practice, preferably in both the private and public sectors
- Excellent written and presentation communication skills, particularly the ability to communicate clearly, concisely and in plain language
- Excellent interpersonal skills with the ability to build rapport and foster good customer and stakeholder relationships through consultation and partnership

- Ability to develop trust through delivery of a high quality service
- Enjoy working autonomously with a strong drive to achieve targets, be innovative, explore problems and develop unique solutions
- Excellent time management, prioritising and organisational skills in a fast paced/busy environment, while continuing to deliver and providing excellent customer service
- High energy and experience with delivering a high volume of output
- High degree of computer literacy in Microsoft Office suite, LMS systems and OD related systems and applications

Core TAS Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. • Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. • Looks for ways to provide added value. • Proactively seeks customer/client feedback.
<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Actively listens and observes non-verbal cues to inform communication approach • Self-aware and approachable • Communicates in a professional manner with key stakeholders
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective</p>	<ul style="list-style-type: none"> • Works effectively as part of a diverse team. • Treats others with respect and dignity • Supports others in the team and has consideration for their needs and skills. • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
responsibility for all aspects of the team's objectives.	
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working. Shows a willingness to learn. • Looks to improve efficiency and quality of service of own role/area • Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently, and works within the "established" system to push for "a smarter, better way."</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate • Suggests new ways to improve the quality of products or services. • Identifies new ideas, solutions, or directions in dealing with daily situations.
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Targets and achieves results, overcomes obstacles, accepts responsibility, • Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Provides work on time and to required standard. • Plans a wide range of simple tasks or a small number of complex ones. • Workload delivered within deadlines and to agreed standards.
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures. • Receptive and contributes to new ideas and approaches and adapts accordingly. • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the people leader of this Job and any changes will be discussed with the Job holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Agreed:

	<i>Employee</i>	<i>People Leader</i>
Signature		
Date		

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