

## ROYAL BOROUGH of GREENWICH

### JOB DESCRIPTION

<b>POST DESIGNATION</b>	Director of Human Resources & Organisational Development
<b>GRADE</b>	Chief Officer C
<b>DIRECTORATE</b>	Resources
<b>DIVISION</b>	Human Resources & Organisational Development (HR & OD)
<b>REPORTING TO</b>	Director of Resources
<b>RESPONSIBLE FOR</b>	Directly, Head of HR & Organisational Development; Head of HR Data & Management Information Service; Head of Resourcing Service; Head of Workforce Development Service; and Head of Policy, Projects & Strategy Service - up to 70 staff; indirectly accountable for 100+ consultancy / contracting staff.

#### Job Purpose

- a) The post holder will provide leadership for the Royal Borough of Greenwich (RBG) on all aspects of people and organisational change practice, to enable the Council to attract, recruit and retain the workforce required now and for the future, ensuring that the Council can deliver effective outcomes for the borough.
- b) Lead on developing and implementing the Workforce Strategy to enable and support the development of an appropriately skilled, motivated, engaged, and well-led workforce that can deliver the ambitions set out in the Council's Corporate Plan.
- c) Provide strategic leadership and HR & OD insight on all matters relating to organisational development, transformational change, employee engagement, well-being, HR policies, employee relations, culture, and effective management and development practices.
- d) Provision of expert advice to the Chief Executive, Director of Resources, Greenwich Management Team (GMT), the Leader, Cabinet Members and Directors on HR & OD matters; and act as the Council's ambassador and specialist for HR & OD services.
- e) Working with the Human Resources Senior Management Team, to lead on the delivery of the RBG Human Resources vision, including the transformation and development of the team making recommendations for changes and managing their implementation.

#### Duties and Responsibilities

1. Demonstrate visible, supportive leadership whilst ensuring the effective management, development, performance and motivation, of the HR & OD service and staff; deployment of resources in a manner that maximises effectiveness, assures value for money and helps the Council reduce costs.
2. Act as expert HR adviser to the Chief Executive on the functions assigned to the post holder, accountable to Cabinet, Directors, and GMT; and deliver corporate, directorate, and strategic requirements, projects and initiatives as required and in a way that reflects the RBG Human Resources values.

3. Lead the strategic direction of operational delivery and performance of the service with a focus on robust financial management, effective people management and development, project management and service performance supported by proportionate governance arrangements including quality systems and risk management.
4. Overall responsibility for employee relations, including negotiations on workforce matters, HR policies and terms and conditions of service, and maintaining a positive and collaborative working relationship with recognised trade unions.
5. Provide leadership on the equalities agenda and work to ensure that the Council has a diverse workforce, and that equality, diversity and inclusion are embedded across workforce policies, practices and activities.
6. Lead (for HR & OD) and support wider-council financial planning and management in the context of the Council's Medium Term Financial Strategy by developing and overseeing the implementation of efficiency and cost-saving programmes.
7. To bring innovation and entrepreneurship that supports the continuous improvement and development of services drawing on best practice, emerging techniques and approaches supported by effective, professional and technical networks and relationships.
8. Develop and maintain external, strategic partnerships by working with local authorities, Greater London Authority, London Councils, government agencies and departments and professional and sector bodies to raise the Council's profile and assist in the delivery of outcomes.
9. Foster and develop exemplary internal cross-council collaboration, working relationships and better-connected services and partnerships, with senior officers, peers and specialist advisers (e.g., Legal colleagues) whilst ensuring the development of exemplary commercial contract partnerships with key contractors to provide seem-less services, drive continuous improvement and promote a 'one-council' approach to work.
10. Ensure all HR & OD management activities and processes comply with the Council's internal policies and procedures (including customer care, financial regulations, and procurement) and relevant employment legislation (including data protection, health & safety, and equality).
11. With the Director of Resources champion and provide effective leadership to drive the cultural and organisational change programmes and initiatives required, through innovation, reform, modernisation and continuous review of services.
12. Ensure that the use of the Apprenticeship Levy is maximised to develop the skills, knowledge, and abilities of the existing workforce, attract applicants and build career pathways to support the development of the future workforce.
13. Ensure exceptional customer service and experience of HR & OD services, and in collaboration with other senior leaders across the Council, help the organisation develop new ways of working, to drive customer and resident satisfaction.
14. To lead the facilitation and collaboration of services in developing initiatives to manage the demand for HR and OD services by engaging and enabling managers, schools and stakeholders to become actively involved in improving and engaging, managing and developing their people.

15. Lead long-term strategic business and service planning - including long-term policy and strategy development, continuous service improvement, and strategic project delivery with a focus on results and outcomes.
16. To lead on developing and implementing new ways of working (collaborating with Digital and Access, Facilities Management, and Procurement), modernising working practices, and maximising opportunities that the Future of Work and RBG's digital strategy provide.
17. Ensure business and service development through 'invest to save' opportunities; maximising income generation and grant funding; effective commissioning & procurement; developing alternative delivery models; maximising the use of assets, cross sector and council collaboration.
18. Support the Members and Cabinet Members by providing professional, objective, and balanced HR advice and guidance, ensuring the effective implementation of policy decisions, taking delegated decisions within the Council's financial and other relevant regulations and policies, enabling the effective scrutiny of services and decisions.
19. To contribute to and support the Council's wider corporate and political priorities, key outcomes and strategic objectives and drive continuous improvement and efficiency.
20. Overall responsibility for developing, reviewing and implementing innovative HR policies and procedures that meet organisational requirements, that are 'flexible and enabling' in their nature, are in line with best practice HR standards, compliant with employment and other relevant legislation, and contribute significantly to organisational effectiveness.
21. Ensure the maintenance and provision of quality, accurate and up-to-date management information, processed in line with the Data Protection Act. Ensure the accessibility of HR & OD services across the Council, utilising a range of communication and information outlets, including the intranet, to sign-post managers and staff to relevant information.
22. Establish and maintain effective working relations between HR & OD Service and Legal Services, working closely to ensure experience and learning from legal consultations and litigation against the Council (specifically in employment matters) is appropriately dispersed across the organisation; and work with Directors to facilitate appropriate action being implemented (as required) to ensure learning is double looped.
23. Lead and work collaboratively with members of the HR & OD Senior Management Team (SMT) to provide effective oversight and management of HR & OD's services and resources (including staff and budgets); and work closely to provide sound and effective HR & OD solutions to a wide range of organisational goals, aspirations, needs and issues as they may emerge.
24. To undertake all duties in a way that reflects the RBG Human Resources values, and with due regard to the provisions of health and safety regulations and legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.
25. To deputise for the Director of Resources; and undertake appropriate additional duties, not listed above, but as may be allocated from time to time, and as delegated by the Director of Resources.

**PERSON SPECIFICATION**

<b>Directorate:</b> Resources		<b>Section:</b> Human Resources & Organisational Development
<b>Post Title:</b> HR & Organisational Development		<b>Grade:</b> Chief Officer C
<b>REQUIREMENTS - Essential (E) Desirable (D)</b>		
<b>EDUCATION and EXPERIENCE</b>		<b>A/I/T</b>
<b>E</b>	Graduate Member of the Chartered Institute of Personnel and Development or equivalent degree.	<b>A</b>
<b>E</b>	Experience of leading HR and Organisational Development in a large, complex and unionised environment.	<b>A/I</b>
<b>E</b>	Experience of leading cultural change and developing and implementing strategies to support the building of a skilled, motivated and committed workforce.	<b>A/I</b>
<b>E</b>	Experience of working collaboratively with management, employees, and trades unions to achieve staffing related service delivery improvements.	<b>A/I</b>
<b>E</b>	Evidence of successful leadership of professional teams bringing about improvements in services through change management and influencing the behaviour of others.	<b>A/I</b>
<b>E</b>	Significant experience in key HR areas of activity, for example, resourcing, change management, policy development, employee relations and organisational development.	<b>A/I</b>
<b>E</b>	Evidence of developing and maintaining an effective network of contacts and working relationships, both internally and externally and track record of effective continuous professional development and awareness of current good practice in HR and OD.	<b>A/I</b>
<b>KNOWLEDGE, SKILLS, and ABILITY</b>		
<b>E</b>	Up to date knowledge of employment legislation, its legal implications and HR best practice.	<b>I/T</b>
<b>E</b>	In-depth knowledge and understanding of the Public Sector environment and the context in which it operates.	<b>I</b>
<b>E</b>	Excellent written and oral communication and presentation skills.	<b>I/T</b>
<b>E</b>	Ability to manage staff and resources effectively.	<b>A/I</b>
<b>E</b>	Proven ability to manage projects involving stakeholders and service users.	<b>A/I</b>
<b>E</b>	Excellent organisational skills, ability to prioritise and delegate.	<b>I</b>
<b>E</b>	Excellent analytical skills (including statistical/data interpretation) that contribute to the identification of issues, problem-solving and prioritisation.	<b>I/T</b>
<b>E</b>	Strong interpersonal, influencing and negotiation skills, resilience, and the ability to work effectively with people at all levels within an organisation.	<b>I</b>
<b>E</b>	Excellent customer focus skills, demonstrating a “can do” attitude, putting the customer first and seeking/acting on customer feedback.	<b>I</b>

<b>E</b>	Ability to create, contribute to and maintain a highly supportive and motivational organisational culture to ensure performance targets and objectives are met.	<b>I</b>
<b>E</b>	Ability to demonstrate personal integrity, determination, energy, and resilience;	<b>I</b>
<b>E</b>	Ability to report and present complex issues, data and concepts effectively at a high level.	<b>I</b>
<b>COMMITMENT TO EQUAL OPPORTUNITIES</b>		
<b>E</b>	Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	<b>A/I</b>