

UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE	Organisational Development Leadership and Management Trainer				
DEPARTMENT	Human Resources				
LOCATION	Brayford Pool				
JOB NUMBER	HR1096	GRADE	7	DATE	April 2021
REPORTS TO	Organisational Development Manager				

CONTEXT

The Human Resources function performs a vital role in supporting and shaping the organisation to meet its strategic goals and transition its culture and processes to continue to succeed in an increasingly competitive and commercial market. At the heart of the function's delivery plan is the vital people agenda, which ensures our delivery of the University's ambitions in the following key areas: attracting talent, flexible reward and recognition, continuous development, inclusivity and wellbeing.

The HR Directorate looks to define and shape the services that the organisation requires to action through its transformational needs, and does this by providing a clear focus on delivering people services that are solutions focussed, impactful, and supported by metrics.

Organisational Development (OD) sits within and works across the wider function of the Human Resources Department.

OD is an essential component of the wider HR department, providing a key focus on the development of the workforce in areas such as; University policy and practice along with personal and professional skills development in order to enable the University to meet its strategic objectives.

The team is responsible for ensuring that a relevant and supportive development provision is available to all employees across the organisation that meets both individual and organisational development needs.

As one of two OD trainers/advisors, each role will be assigned various areas of development to take accountability for its continued quality assurance and currency in meeting the University's needs. However, as a team, each trainer will be expected to work across the whole OD offering, as and when required.

As part of a busy team there will be a need to be flexible, with a positive and proactive attitude and approach to team working, dealing with a varied amount of information in a customer-focussed and solutions-driven service environment, along with the essential competencies and attributes to move at pace with a drive to deliver.

JOB PURPOSE

Reporting to the Organisational Development Manager, the purpose of the Leadership and Management Trainer role is to design and deliver highly professional staff training programmes that meet the business' people development needs in delivering the ambitions of the University's strategic plan.

You will provide advice and develop learning interventions that support departmental and organisational needs, therefore the role will be required to provide excellent organisational, project management and co-ordinating skills.

You will be expected to work as part of a small team, to bring your expertise in the design, development and delivery of quality programmes, along with any associated learning materials.

An innovative approach to design and delivery through traditional, blended and online methods will need to form part of your repertoire.

This role will require the successful applicant to be curious, questioning, and able to identify opportunities to improve initiatives and processes, thereby helping others to identify organisational and individual CPD activities linking directly to their personal performance and career development

You will also be required to respond to specific requests which will require the creation of bespoke sessions, e.g. away day supporting sessions.

You will also be key in developing collaborative working practices not only with other members of the HR team, but with various managers and staff groups across the University to proactively explore the training needs of the business and offer proposed solutions.

You will also be required to work with a level of autonomy to co-ordinate and report the progress of OD projects directly to the HR management team and other senior leaders across the organisation.

This role will require excellent communication, facilitation and influencing skills and an in depth knowledge and understanding of leadership and management training and development activities, customer requirements and organisational needs.

KEY RESPONSIBILITIES

Design, Development and Delivery of Learning Programmes

Design, develop and deliver internal training programmes e.g. appraisal workshops, management development programmes, etc ensuring that they are professionally presented, of high quality and align with internal policies and practices.

Lead the design, development, delivery, along with the continual improvement of these core programmes within your portfolio of assigned responsibility which may include (this list is not exhaustive):

- HR policy and practice;
- Lincoln Welcome “induction experience for all new staff”;
- Graduate Intern Programme, “The Lincoln Award”;
- Soft skills;
- Leadership and Management development;
- Bespoke development sessions e.g. away days;
- Equality, Diversity and Inclusion (EDI)

To develop programmes that support employee career pathways and the generation of talent development and succession planning pipelines.

To develop learning materials and documentation suitable for the appropriate audiences.

To seek and introduce new ways of accessing learning and development resources using technology to support employees, and to meet both the expectations and requirements of the University.

To proactively lead on OD initiatives, providing supervision and quality assurance of the service delivery provided by the OD trainers.

Leadership and Management

Demonstrate a clear vision and determination to design and deliver high quality leadership and management development programmes to improve management capability and business performance.

Ensure that leadership and management development interventions support the strategic agenda and deliver operational priorities in line with the annual cycle of business activity.

Provide expert advice and guidance to the University regarding leadership and management development and contribute to culture change.

Coach and mentor managers across the organisation to enable them to drive personal performance and that across their teams.

Continuously adapt leadership and management interventions to deliver in an agile working environment.

Management of Resources and Service Delivery

Proactively manage the relationship with suppliers that fall within the portfolio of training delivery to ensure value for money and the delivery of quality training and development programmes, following the University financial regulations and tendering process as required.

To monitor and analyse the quality and effectiveness of the programmes of responsibility through seeking feedback from service users, providing annual reports on performance and recommendations in order to inform future development of the overall OD offering.

To assist with the development and operation of Organisational Development policies and procedures which support the delivery of the University's strategic plan.

Actively develop and manage activity and projects plans to ensure activities are delivered within agreed timescales and where applicable, in line with associated budgets. To oversee the OD operations and associated administration for running business as usual activities.

Customer Relationship Management

To manage complex staff development queries and provide the appropriate guidance and signposting.

To work effectively with Business Partners and line managers to ensure that priority development and training needs are addressed

To work effectively and in partnership within the HR team, being the main contact and partner in addressing OD needs within the business.

To develop networks with other institutions as appropriate to build knowledge of best practice so that this is understood and shared amongst the OD and wider team.

To establish effective working relationships with members of both academic and professional service staff, and to assist with professional and personal development queries, providing the appropriate expert guidance, advice and supervision.

To work effectively to influence and manage pieces of OD transition work across the institution.

Networking and Professional Standing

Develop effective networks internally and externally to enhance the reputation of the function and University and utilise for the purpose of adding value to the OD offering.

Ensure that training and development activities are integrated with other University activities within the HR function and ensure positive working relations with other members of the HR team.

Management Information, Analysis and Key Performance Indicators

Co-ordination of management information from the OD team and present/distribute to the relevant boards, committees and senior managers.

Review and evaluate data and the quality of management information to identify development needs and make recommendations for changes to the existing provision.

To apply a high level of analysis, research and data management to provide expertise and sound knowledge to influence and support the OD Manager in actively seeking solutions to challenges.

Undertake post-implementation evaluation of projects and/or initiatives so that continual learning and service improvements can be gained through analysis.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

Internal and external reach for the portfolio areas of responsibility assigned.

Working across the Academic and Professional Support community falls within the scope of this role's responsibility.

Key working relationships/networks

Internal	External
OD Manager Well-being and Engagement Manager Equalities Manager HR Business Partners Members of the Human Resources Department PVC's and Heads of School Senior Managers/Service Directors UCU/UNISON Finance team Communications, Development & Marketing	Training Providers including e-learning Midlands Staff Development Partnership (MSDP) Other Universities Leadership Foundation for Higher Education Local CIPD/Development networks

**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree standard or equivalent	E	A
Professional training and development qualification	E	A/I
Membership of the Chartered Institute of Personnel and Development (CIPD)	D	A
Experience:		
Significant experience in a learning and development role, including the identification of training needs and the recommendation of practical learning and development solutions	E	A/I
Design, delivery and evaluation of training workshops, in particular leadership and management	E	A/I/P
Coaching & developing people	E	A/I/P
Experience of HE/FE environment	D	A/I
General HR experience in an advisory capacity (including recruitment and selection and discipline and grievance)	D	A/I
Experience of supporting change within an organisational context	D	A/I
Experience of project management and working at an organisational level	D	A/I
Experience of working effectively with a wide range of stakeholders and staff including senior members of organisations.	D	A/I
Skills and Knowledge:		
High level written and verbal communication skills in order to ensure effective liaison with individuals at all levels, both inside and outside the organisation	E	A/I/P

Competent level of ICT skills (inc Microsoft suite, presentation tools, project management, and data base applications)	E	A/I
Use of technology in support of the learning environment and learner needs	E	A/I/P
Ability to build and develop professional relationships in a wide organisational context	E	A/I
Effective influencing and persuasion skills	E	A/I
Effective presentation and facilitation skills	E	P
Effective planning and organisational skills	E	A/I
Proven track record of delivering training needs analysis and OD programmes	E	A/I/P
Knowledge of Continuous Professional Development for academic and professional support staff	D	A/I
Competencies and Personal Attributes:		
Enthusiasm, diligence and an ability to work through problems	E	I
Organised, flexible and efficient with a positive and proactive approach to work	E	A/I
Resilient, able to cope under pressure and in challenging situations	E	A/I
Professionalism, tact, diplomacy and ability to deal with situations in a confidential manner when appropriate	E	A/I
Thorough, methodical and self-motivated	E	A/I
Ability to work on own initiative whilst contributing as a member of a team	E	A/I
Tenacity	E	A/I
Business Requirements		
Able to commute between campuses	D	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	TL	HRBA	HA
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