

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Organisational Development Officer	Directorate	Finance & Corporate Services
Reports To	Organisational Development Manager	Section	Corporate Services
Post Reference		Grade	16

Purpose of the role

The Corporate Services team is responsible for the regulator's performance, risk management and corporate governance and compliance arrangements, organisational development activities, and workspaces and welfare (facilities management and health and safety) functions.

The Organisational Development (OD) is responsible for building organisational capacity and capability through work on the employee experience, culture and ways of working, equality diversity and inclusion, colleague engagement and leadership development. It measures the employee experience through a combination of diagnostic (quantitative) and dialogic (qualitative) approaches. The function works closely with the Human Resources and Learning & Development functions.

This postholder works with the OD Manager in providing expert OD advice and good practice and its application across a range of topics including equality, diversity and inclusion (EDI), leadership behaviours and development, and staff engagement using a variety of interventions including psychometric profiling, team development and group facilitation, coaching, facilitated workshops and action learning.

The role provides an exemplary internal consultancy service for the regulator with responsibility for the development, commissioning and delivery of OD interventions. It develops and leads projects in line with the OD work programme as defined by current requirements, including those set out in the regulator's People Plan and EDI strategy, as well as those supporting change programmes.

The post holder will provide support and advice to staff and senior management, developing strategies to enable the organisation to adapt to any changes in the external environment. It will also represent the regulator when working with external stakeholders on matters related to OD activities.

Main duties and key accountabilities of the jobholder

1. Apply specialist OD knowledge and diagnostics to design and deliver interventions using relevant tools, techniques and frameworks, including through virtual delivery channels, to support the business in effective delivery of its corporate and business plan objectives and develop internal capability across the RSH, evaluating the impact that this has on organisational performance.
2. Manage the new starters network, facilitating conversations to help new colleagues to influence and to maintain our culture and ways of working during a period of change and transformation where our workforce has increased substantially. Work with Learning and Development colleagues to resource the induction, ensure materials remain current and deliver all inductions with appropriate Executive level attendance.
3. Lead the planning, commissioning and delivery of our biennial staff surveys and interim pulse surveys, analysing results and creating summaries and recommendations to feed back to the business. Skilfully provide both positive and challenging feedback, developing and facilitating interventions to improve colleague experience and perceptions.

4. Develop and deliver discrete EDI projects and actions, coordinating with colleagues in HR and L&D to ensure dependencies with their EDI projects and workstreams are managed.
5. Work with the Legal team and the Performance and Risk Officer to develop, embed and maintain our EQIA approach, including developing and delivering training, ensuring our approach and underpinning tools and templates remain fit for purpose and are consistently applied.
6. Provide high quality internal OD consultancy and advisory services to managers and other staff to support the regulator in meeting its corporate objectives, and to build OD capacity and capability across the business, particularly at senior leadership and management levels.
7. Develop strong working relationships with relevant internal and external working groups and networks to share best practice and to develop joint working.
8. Develop and maintain productive relationships with key stakeholders across F&CS and the wider RSH to facilitate the delivery of organisational improvement projects
9. Ensure strong links across functional teams to enable the regulator's objectives to be delivered in a cohesive, collaborative and joined up way
10. Deputise for the OD Manager and take on any additional duties as requested by the Head of Corporate Services or AD Corporate Services.

Working relationships and contacts

External Relationships:

- Stakeholders relating to specific areas of work, e.g. external suppliers, UK Regulators Network, learning providers and Government Campus
- Relevant professional bodies and communities of practice

Internal Relationships:

- Governance groups including Regulation Executive Team and Senior Leadership Group
- F&CS staff, particularly HR and L&D colleagues
- Managers Network and Regulation Leadership Group
- Members of relevant organisational working groups
- Staff across the RSH working on projects and tasks relating to the team's remit

Core job skills

- Good working knowledge of best practice in organisational development, including EDI, team and leadership development, staff engagement and wellbeing and experience of implementing initiatives and interventions in those fields
- Good track record of developing and delivering OD projects and activities working across organisational boundaries and multiple locations
- Experience of and confidence in running facilitated development sessions for teams and leadership or functional groups at different levels

- Excellent communication and influencing skills, including report writing and presentation skills that present complex issues clearly and concisely to a range of audiences at different levels
- Ability to develop and manage relationships effectively, commanding respect and credibility when advising key stakeholders and facilitating conversations with individuals and focus groups
- Strong data analysis skills, with the ability to draw out key issues, provide high quality, actionable feedback and make recommendations that apply OD practice to the findings
- Excellent planning and delivery skills in relation to own work and within a project support capacity
- Keeps abreast of emerging thinking and trends relating to the core areas of responsibility through personal research and training to inform practice
- Adapts to changing circumstances and works flexibly across a range of work programmes and projects
- Maintains a good understanding of the strategic issues facing the RSH, internally and externally
- Have a recognised qualification to degree level 5 in Organisational Design & Development or Learning & Development or Human Resources and or equivalent experience.

General responsibilities

- To adhere to the RSH's Equality and Diversity and Equal Opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace.
- To work in accordance with the RSH Data Protection Policies and adhere to the RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.
- To travel across RSH offices as required (to be agreed in advance)