

JOB AND PERSON SPECIFICATION

Job Title:	Head of Learning and Organisational Development
Division	Human Resources and Facilities Management Division
Grade:	F

Reports To: Director of Human Resources and Facilities Management

General Information

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 54 member governments in advancing democracy, development and respect for diversity. The Secretariat is headed by the Secretary-General who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

The People Management Strategy sets out the Secretariat's goals as having: the best people; inspirational leaders; an innovative performance culture; sustainable benefits and rewards; a supportive and enabling environment; and effective and efficient use of people analytics.

The HR function is expected to continuously seek to align the Secretariat's people capacity with its mission, capabilities and changing mandates to ensure that it delivers its strategic and operational outcomes. In addition, the HR Team develops and implements HR management policies, procedures and practices suitable for a modern international organization, taking into account the Secretariat's needs and best practice.

Job summary

The post-holder will establish and develop a best practice Learning and Organisational Development function. This will include leading on the design and implementation of a learning and development strategy, commissioning and/or delivering internal learning events, carrying out learning needs and skills assessments, developing competency frameworks, embedding performance management and introducing management and leadership development interventions and programmes. The post-holder will also work in collaboration with other HR colleagues to support employee engagement initiatives.

Job Description

Learning and Development

- Lead on the design and implementation of a learning and development strategy to support and enhance organisational and individual performance
- Design and facilitate in-house learning events, courses and workshops, commissioning external expertise where necessary

- Develop coaching, mentoring, and secondment schemes to support staff development
- Support managers and leaders to identify and meet current and future individual, team and organisational learning needs
- Collaborate with colleagues within and outside of HR to develop corporate induction materials and deliver regular corporate induction events
- Manage, develop and promote use of an organisational e-learning platform, including sourcing and/or developing learning content
- Advocate the value of investment in staff learning and development and influence senior managers to support effective approaches to learning and development
- Design and implement learning evaluation reports and metrics
- Coordinate planning, induction and learning requirements for the Young Professionals Development Programmes, collaborating with key stakeholders on managing and evaluating the success of the programme.

Organisational Development

- Lead on the design of competency frameworks to set performance and behavioural requirements, including expectations of managers, to underpin all stages of the talent management lifecycle
- Develop and implement an organisational wide skills audit and gap analysis to maximise use of existing skills and resources and strengthen organisational agility
- Lead the development of a performance management system that supports continuous learning, and ensures that managers are skilled, equipped and supported to fulfil their obligations in managing performance and developing staff effectively
- Collaborate with other divisions, in particular the Strategy, Portfolio, Partnerships and Digital Division to ensure that individual performance management plans support strategic and project based outcomes
- Develop creative approaches to talent management and succession planning in collaboration with HR colleagues, taking into account the Secretariat's project based delivery plans and staff rotation policies
- Work in collaboration with other HR colleagues and internal communications to deliver employee engagement initiatives and action plans

Other

- Manage, motivate and develop a Learning and Development Officer
- Participate in and/or manage assigned projects as directed and required by the Director of Human Resources and Facilities Management.

- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy; and
- Performs any other duties as may be required from time to time.

Person specification

Education:

A first degree in any subject and a post-graduate qualification in human resources management, learning and development, organisational development, organisational psychology or other disciplines relevant to the post.

Full membership/accreditation of a nationally recognised professional human resources body such as CIPD, or equivalent experience.

Desirable:

Professional qualification or practitioner accreditation in organisational development, organisational design, coaching or facilitation skills.

Experience and knowledge:

In line with practice in similar international organisations, at least ten years' progressively senior experience in human resources, organisational development or learning and development roles.

Experience of managing a learning and development and/or organisational development function or team.

Experience of commissioning, designing, delivering and evaluating learning and development programmes.

Experience of developing and implementing effective performance management systems and competency frameworks.

Experience of carrying out learning needs analysis and skills analysis.

Experience of effective application of change management theories and management of cultural change.

Evidence of applying current best practise in the commissioning and design of management and leadership development programmes.

Evidence of successful use of OD tools and techniques to increase organisational effectiveness.

Evidence of acting as an effective facilitator at all levels in the workplace.

Evidence of effective advocacy of the value of learning and development and organisational development in enhancing individual and organisational performance.

Experience of effective working in international and multi-cultural work environments.

Competencies

Respect for Diversity
<p>Works effectively with people from all backgrounds.</p> <p>Treats all people with dignity and respect. Treats men and women equally.</p> <p>Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.</p> <p>Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.</p> <p>Challenges others to rectify biases in behaviour, systems & process</p>
Communication and interpersonal
<p>Ensures information is communicated to and from the top level and filtered through the appropriate channels</p> <p>Communicates and explains complex issues to a wide range of audiences, selecting the most effective medium</p> <p>Uses persuasion to guide and advise senior stakeholders</p>
Planning & Analysis
<p>Effectively assesses and advises on major programmes / activities at a divisional level</p> <p>Balances focus in order to deliver both Commonwealth Secretariat and member states' goals</p> <p>Ability to interpret incomplete and/or ambiguous information</p> <p>Effectively analyses and assesses new or uncertain critical situations</p>
Adapting and Innovating
<p>Identifies opportunities to improve Commonwealth Secretariat structures, processes and/ or outputs, and influences others towards those goals</p> <p>Identifies with and considers member states' perspective and directs initiatives aimed at improving the services provided to them</p>
Adhering to Principles & Values
<p>Sets example and embodies Commonwealth Secretariat principles and values</p> <p>Demonstrably protects the reputation of the Commonwealth Secretariat</p> <p>Interprets and implements Commonwealth Secretariat principles and values</p>

Leadership & Development

Mentors a number of employees at a senior level

Recognises the talent in the Commonwealth Secretariat, seeking to develop, support, and grow it

Directs the energy of the organisation towards a common goal

Provides an example to others by demonstrating moral courage in the face of challenging circumstances