



Job Title: Head of Organisation and Workforce Development (OWD)

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Experience of leading, managing, facilitating and embedding organisational transformation and culture change ▪ Experience of workforce planning that has successfully ensured that sufficient human resources, with the right skills, have been properly deployed to meet the needs of the organisation. ▪ Experience of developing, implementing and managing complex, customer and delivery-focused strategies and plans encompassing workforce planning, organisational development and employee development. ▪ Experience of developing organisational development-based management information, including metrics development and performance reporting, that contributes to the overall performance management of the organisation. 	<p>An understanding of, or evidence of adaptability to, central and local government, its environment and people management.</p> <p>Demonstrable experience of leading an employee training and development function that ensured, and added value to, organisational capability.</p>
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent. ▪ Chartered Institute of Personnel & Development (CIPD) qualified ▪ Commitment to own CPD. 	<p>Relevant management/leadership qualification, e.g. MBA, Institute of Leadership & Management.</p>
Skills & Knowledge	<ul style="list-style-type: none"> ▪ The ability to apply strategic leadership and direction to a diverse, multi-disciplinary team of senior professional staff. ▪ The ability to apply strategic knowledge and skills to transformational change. ▪ Understanding of, and ability to demonstrate, the management of complex projects. ▪ Knowledge and understanding of current learning and development approaches and methods, including research and evaluation techniques. ▪ Expert understanding of key external developments and trends in OD//ED and the opportunities these offer to the organisation. ▪ Be adept at challenging traditional thinking 	<p>Demonstrate a good understanding of the social and health care agenda.</p> <p>Understanding of corporate governance, including the work of audit committees and procurement processes.</p> <p>Knowledge and understanding of health, safety and well-being legislation and best practice, with ability to</p>

	<p>in a positive and constructive way.</p> <ul style="list-style-type: none"> ▪ Excellent communicator and influencer, both verbally and in written form. ▪ Ability to translate plans into action. ▪ Excellent negotiation skills. ▪ Commitment to Equality and Diversity issues. ▪ IT literate, using the most effective methods to communicate and manage information. 	<p>develop health, safety and well-being policies and procedures.</p> <p>Ability to facilitate and/or coach senior colleagues to become more effective in meeting organisational requirements.</p>
Key Performance Outcomes	Essential	Desirable
Leading Others	<ul style="list-style-type: none"> ▪ Ability to provide leadership, a clear sense of purpose and direction to a professional function within the Care Inspectorate ▪ Ability to effectively deploy staff and other resources to achieve performance objectives. ▪ Demonstrates ability to provide strategic direction for multi professional team whilst bringing together groups from different disciplines. ▪ Ability to determine the “tone” for a significant area of the organisations’ work and promote a corporate vision 	
Management of Resources	<ul style="list-style-type: none"> ▪ Ability to bring together the overall work of a team of staff, substantial staff and budget responsibilities. ▪ Ability to manage resources and budgets in achievement of the objectives of the Care Inspectorate. ▪ Ability to drive continuous improvement and manage business planning and performance processes. 	
Effective Communication	<ul style="list-style-type: none"> ▪ Articulate and positive communicator both in verbal and written communication skills. ▪ Ability to engage, influence and lead the development of a wide range of key stakeholder relationships, both internally and externally. ▪ The ability to build and guide key stakeholder strategies and manage relationships. 	

Impact & Influence	<ul style="list-style-type: none"> ▪ Demonstrates ability to influence at all levels. ▪ Demonstrable ability of promoting, leading and implementing strategies and change programmes. ▪ Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally. ▪ Demonstrates personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results. 	Ability to take account of wider political and organisational sensitivities to deliver strategic objectives.
Objective Decision Making	<ul style="list-style-type: none"> ▪ The ability to assist the Director to set, in consultation with others, the overall strategic agenda, long term objectives and performance standards for the organisation. ▪ Demonstrates a balanced approach to problem-solving, drawing on both creative and analytical skills. ▪ Ability to make appropriate and realistic judgments, based on relevant, up to date and verifiable information. ▪ The ability to take responsibility for difficult decisions and to remain resilient against possible criticism. 	

Please note – these are key performance outcomes to be used to recruit into the role. Successful applicants will be assessed against all the performance indicators used in the Performance Development Review System once established in the role.