


Job Title: Organisation and Workforce Development (OWD) Manager

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Significant experience of designing, delivering and evaluating employee learning and leadership development programmes. ▪ Experience of developing, implementing and managing complex, customer and delivery focused projects and strategies for all people related areas. ▪ Strong proven track record of successful project delivery of transformational organisation development projects. ▪ Experience of managing learning and development teams. ▪ Workload planning, prioritisation and allocation. ▪ Experience of developing and delivering robust L&D and OD management information, including KPIs and performance reporting that contributes to the overall performance management of the organisation. ▪ Experience of workforce planning. ▪ Direct experience of working in partnership with trade unions. 	<p>An understanding of, or evidence of adaptability to, public sector people management.</p> <p>Contributing to the management of employee relations, engagement and communication within a recognised trade union environment.</p>
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent. ▪ Commitment to own CPD. 	Chartered Institute of Personnel & Development (CIPD) qualified
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Understanding of, and ability to demonstrate, the management and delivery of multiple projects. ▪ Detailed knowledge and understanding of current learning and development approaches and methods, including research and evaluation techniques. ▪ Understanding of key external developments and trends in OD and learning and development and the opportunities these offer to the Care Inspectorate. ▪ Ability to provide positive and constructive 	<p>Demonstrate understanding of the social and health care agenda</p> <p>Understanding of corporate governance</p> <p>Knowledge and understanding of wellbeing best practice</p> <p>Ability to coach</p>

	<p>challenge.</p> <ul style="list-style-type: none"> ▪ Excellent communicator and influencer, both verbally and in written form. ▪ Ability to translate plans into action. ▪ Strong influencing skills. ▪ Commitment to equality, diversity and inclusion. ▪ IT literate, using the most effective methods to communicate and manage information. 	colleagues to support performance and development
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. 	<p>Ability to take account of wider political and organisational sensitivities to deliver strategic objectives.</p>
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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.