

Position Description

Position Title:	Organisational Development Consultant
Business Unit:	Organisational Development
Department:	People and Procurement Services
Directorate:	Corporate Services
Classification:	Band 7
Date:	February 2015
Reports to:	Team Leader Organisational Development
Supervises:	N/A
Internal Liaison:	Directors, Managers, Supervisors and all employees
External Liaison:	OD professionals and consultants, service providers, information system vendors, other local government officers, employer associations (VECCI), union officials, legal advisors.

1. Position Objectives

- Build proactive collaborative business partnerships with key internal and external clients to support people management and change management needs.
- Ensure employee relations are positive, constructive and conducted with respect and sensitivity.
- Provide strategic advice and guidance to line managers.
- Provide specialist advice in the development and implementation of change programs to increase organisational effectiveness.
- Develop and implement policies, programs and initiatives that support the achievement of organisational objectives.
- Develop and administer online and other electronic tools and information to support the information needs of the business.

2. Key Responsibility Areas / Position Specific Responsibilities

****Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

Employee Relations

- Lead the development, review and implementation of innovative Organisational Development (OD) policies and programs.
- Continuously review and improve OD practices and processes through creative problem solving, process mapping, review and innovation.
- Assist and support managers to effectively and efficiently address any staff related matters and minimise risk to the organisation.
- Assist managers, supervisors and staff in the resolution of grievances including assisting with investigations of matters.
- Support employees who assist Council to meet OD initiatives within the organisation (eg. EEO and Family Violence Contact Officers, Staff Consultative Committee participants etc).
- Liaise with and maintain effective working relationships with local union representatives and officials.
- Represent Council as required with industrial organisations, including Fair Work Commission, Human Rights and Equal Opportunity Commission, Worksafe and other bodies.
- Interpret industrial Awards, Acts and Enterprise Bargaining Agreements (EB) to staff and managers in a simple and straight forward manner.
- Support and participate in the Staff Consultative Committee and EB negotiations (as appropriate and where required).

Consultancy

- Partner with the business to maximise outcomes via people related strategies and programs.
- Provide ongoing advice, support, coaching, mentoring and counselling to all employees.
- Provide high level consulting service to managers.
- Provide effective and timely advice and counsel on matters relating to all areas of organisation development.

- Assist in the preparation and evaluation of position descriptions, in line with the award.
- Build trust by open communication and giving honest and constructive feedback using effective listening techniques.
- Develop and maintain methods to communicate employment conditions and benefits to staff (brochures, posters and booklets).

Information Management

- Provide high level specialist advice in the ongoing development and maintenance of HRIS and other system applications.
- Develop and provide appropriate management information to monitor organisational performance.
- Analyse business requirements and develop innovative electronic/online solutions.

Professional Development

- Pursue professional development opportunities to keep abreast of changing legislation, new trends, developments and best practice in HR /OD management.
- Actively participate in special interest groups and build relationships with networks.
- Represent Council positively at all times and foster positive working relationships across Council and with project partners and stakeholders.

Organisational Development Projects

- Work collaboratively with senior managers in the delivery of organisational development and culture change programs that increase organisational effectiveness and employee performance and satisfaction.
- Lead the development, review and implementation of innovative OD policies and programs to build the capacity of management and staff.
- Continuously review and improve HR practices and processes through creative problem solving, process mapping, review and innovation.
- Work collaboratively with managers to promote corporate programs, OD projects and goals.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Assisting the Manager People and Procurement Services and Team Leader Organisational Development to deliver OD services and advice across the broader organisation. Deliver a comprehensive range of information and support to the municipality within legislative and corporate guidelines, agreed timeframes and service standards. In this, decisions and actions taken by this position may have a significant effect on programs and/or projects being managed or on the public perception of the wider organisation.
- Under the direction and guidance of the Manager People and Procurement Services and Team Leader Organisational Development, provide input into the development of policy, procedures and operational guidelines. Undertake investigation and analysis of a significant range of data and options for consideration. The quality of the output can have a significant effect on the process of policy development.
- Independently manage a range of organisational development and human resource projects to support the organisation.
- Accountable for the provision of sound advice to relevant management, team leaders and employees across the organisation in relation to human resource and organisational development matters, internal procedures and policies. The impact of decisions made or advice given may have a substantial impact on individuals or teams. The freedom to act in this regard is subject to corporate regulations and policies and a regular reporting mechanism to the Team Leader Organisational Development.

4. Judgement and Decision Making Skills

Judgement and decision making will be within the following scope:

Independently

- The nature of the work involves application of specialised guidelines and knowledge generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations.
- Adaptability in evaluating operational routines and methods and identifying and recommending improvements to those operations.
- Provision of specialised advice to council's managers on human resource and organisational development policies, procedures and associated activities.
- Carrying out reporting tasks in accordance with established Council timetables.

With Input

From the Team Leader Organisational Development:

- Develop and implement ongoing improvements to work systems, procedures and unit activities from an unspecified range of options.
- Provision of specialised advice to Council's managers and officers on human resource and organisational development related matters.
- Evaluating and making improvements.
- Refers to the Manager People and Procurement on critical issues or matters which require Executive approval.

Recommends and Identifies

To the Team Leader Organisational Development:

- Improvements to OD systems.
- Policy or procedural needs through feedback from other departments.
- When contributing to the formulation of relevant policies, decision-making guidelines or strategies, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made to the Team Leader Organisational Development.

Guidance

- Works under broad direction from the Team Leader Organisational Development however guidance is not always available within the organisation.
- All decisions are made within legislative guidelines.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Through an understanding of the long term goals of the wider organisation, its values and aspirations and of the legal and political context in which it operates, streamline OD procedures and activities, to deliver exceptional service value within detailed budgetary structures.
- The Organisational Development Consultant is directly accountable to the Team Leader Organisational Development for ensuring the timely preparation and completion of all assigned tasks and for the effective administration of all activities. As well as, for providing a professional and accurate advisory service to management and staff, ensuring that all work is carried out to a high standard and within required deadlines.
- Ability to write clear and concise reports and prepare management reports using reporting software.
- Influencing others to accept advice or change by communicating a clear picture of why the change is needed and what it will mean.
- Understanding the business so as to ensure that policies and programs developed meet organisational & client needs.
- The transition to Strategic Service Partnerships.
- Influence a shift from management to leadership.
- Balance industrial requests within the financial constraints of the City and gain benefits to CGD from EBA negotiations.
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6. Management and Interpersonal skills

The essential position requirements include:

- Demonstrated skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees in the OD Team so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- The Organisational Development Consultant must be able to gain cooperation and assistance from Senior Management, Managers, Team Leaders and employees in order to deliver the requirements of the position.
- It is essential that the Organisational Development Consultant be able to liaise with peers and others within other organisations to discuss and resolve specialist problems. The Organisational Development Consultant must also have the ability to work with others within this organisation to resolve intra-organisational problems.
- In policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- Staying abreast of legislative change and ensuring that Council not only complies with legislative requirements but sets a leadership example for other Councils in its innovative approaches.
- To actively partner with business units across the organisation and work to enhance the human resource management capabilities of Council Officers.

- To understand the strategic business drivers to ensure OD programs and systems implemented meet organisational and client needs.
- To influence senior managers to accept proposals for change with the potential to enhance organisational effectiveness.
- Promote a culture of life long learning that is outcome focused and service delivery orientated.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- Relevant Degree qualifications such as Business Management or related field and demonstrated experience and skills in delivering human resource or Organisational Development services. If no relevant degree qualification then extensive experience and skills in the delivery of Human Resources or Organisational Development services is required.
- Knowledge of and the ability to interpret EBA's, Awards and relevant legislation.
- Ability to influence thinking, create outcomes, analyse and problem solve and provide leadership on all OD issues.
- Ability to integrate Organisational Development concepts with business plans and departmental needs.
- Demonstrated competence in the research, development and implementation of OD policies and strategies.
- Lead, develop and motivate groups of employees to achieve organisational objectives.
- Detailed knowledge of OD Information Systems and emerging technologies to ensure innovative approaches to OD information management.
- High level written and verbal communication skills and interpersonal skills including conflict and grievance resolution techniques.

Desirable

- Ability to quickly and effectively develop rapport and trust with all levels of employees.
- An understanding of the long term strategic directions of Council.

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

Prepared by:

Name:	Karyn Mackew	Signature:	
Date:			

Manager:

Name:	Anthony Camillo	Signature:	
Date:			

Director:

Name:	Mick Jaensch	Signature:	
Date:			

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Karyn Mackew

Signature:

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.