



City of  
Norwood  
Payneham  
& St Peters

# ORGANISATIONAL DEVELOPMENT SPECIALIST

## POSITION & PERSON DESCRIPTION

November 2023

### GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

<b>DEPARTMENT:</b>	Chief Executive's Office
<b>UNIT:</b>	Chief Executive's Office
<b>ORGANISATIONAL RELATIONSHIP:</b>	Reports directly to the Manager, Chief Executive's Office  The Position is also expected to work in collaboration with General Managers, Managers and staff from across the organisation.
<b>DIRECT REPORTS:</b>	Administrator, Organisational Development (part-time)
<b>AWARD &amp; CLASSIFICATION:</b>	<i>South Australian Municipal Salaried Officers Award</i> and the <i>City of Norwood Payneham &amp; St Peters' Municipal Officers Enterprise Agreement</i>  General Officer, Level 7

## OVERVIEW

The Organisational Development Specialist, reporting to the Manager, Chief Executive's Office, is responsible for implementing best-practice strategies and solutions for organisational capability, organisational development, organisational culture, continuous improvement and developing a high-performing organisation.

In this role, the Organisational Development Specialist collaborates with General Managers and Managers to conduct thorough *Training Needs Assessments* and identifies areas for improvement. This includes the maintenance of metrics and performance indicators to measure the success of the organisation's development initiatives. This also includes the preparation of reports to the Manager, Chief Executive's Office on the progress and impact of organisational development efforts.

This role carries responsibility for maintaining and enhancing the City of Norwood Payneham & St Peters' reputation as an *"employer of choice"* and ensuring the sustainable implementation and monitoring of the organisation's *Continuous Improvement* and *Service Excellence Programs*, across the organisation.

In addition to these responsibilities, the Organisational Development Specialist, through the Manager, Chief Executive's Office, plays a pivotal role in the assisting the organisation with sustainable and transformational change, addressing capability development, culture enhancement, talent management and leadership development.

The Organisational Development Specialist also provides support to the Manager, Chief Executive's Office, in the areas of change management and development, offering guidance and advice to General Managers, Managers and staff.

Additionally, the role often involves the coordination of workshops, training sessions and team-building activities to support culture enhancement and leadership development and ensures that the organisation operates at its highest level of efficiency.

## POSITION OBJECTIVES

The Organisational Development Specialist's primary objectives are to maintain best-practice strategies for organisational capability, development, culture and continuous improvement. Additionally, the position assesses organisational needs and maintains performance metrics to create a diverse and inclusive work environment and provides support and guidance to General Managers and Managers

The position also assists in the coordination of sustainable and transformational change. This involves aiding initiatives related to capability development, culture enhancement, talent management and leadership development, while ensuring the organisation operates at its highest level of efficiency.

## KEY RESULT AREAS

- *Operational Responsibilities*
  1. Organisational & Performance Development
  2. Strategic Planning
  3. Training & Development
  4. Continuous Improvement
  5. Operational Efficiency

## **OPERATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. ORGANISATIONAL & PERFORMANCE DEVELOPMENT**

- Collaborate with General Managers and Managers to identify areas of opportunity for improving organisational performance.
- Coordinate and maintain the organisation's *Performance Development Review* process and other organisational performance tools, ensuring that staff are aware of goals, expectations, service levels, deliverables, Our Values, behaviours and performance.
- Communicate the objectives of the organisation to staff in a clear, concise and accurate manner and establish and communicate a clear sense of direction and purpose to staff.
- Provide support and training to all staff members, in respect to Organisational Development and Organisational Performance.
- Undertake engagement survey's and develop a multi-year action plan, addressing key areas of opportunity and practical ways to support leaders in their areas.
- Provide coaching, feedback and support to General Managers, Managers and supervisors on personal and professional development.

#### **Performance Indicators**

- Measure the achievement of specific organisational goals and objectives with those set out in the Council's strategic plans.
- Employees understand their responsibilities and accountabilities and enjoy their work.
- Evidence of effective Organisational Development and Organisational Performance operating systems and framework.
- Monitor and track the professional growth and skill development of staff members over time.
- Assess the readiness and availability of future leaders within the organisation.
- Staff are highly skilled and committed to delivering clearly defined outcomes and objectives with a strong focus on utilising best practice methods and ideologies.

#### **2. STRATEGIC PLANNING**

- Strengthen the organisation's performance processes, such as goal setting, development planning and working with the People & Culture Unit to assist with talent and succession planning, to drive engagement and performance, including in the areas of recruitment and retention.
- Coordinate communication plans and marketing campaigns to promote learning and development activities, initiatives and programs;
- Assist with the development of comprehensive strategies for organisational capability, development, culture and continuous improvement and align them with the organisation's current strategies.
- Collaborate with General Managers and Managers to ensure that the strategies address specific organisational needs and objectives.

**Performance Indicators**

- Measure and analyse the achievement of specific organisational goals and objectives.
- Compare the organisation's performance to industry benchmarks to assess its position.
- Survey staff members to gauge their satisfaction with any organisational development and performance changes.
- Work is conducted in a timely and efficient manner.

**3. TRAINING & DEVELOPMENT**

- Coordinate organisation-wide staff training and development programs, based upon the requirements of the organisation and individual needs, including:
  - Mandatory and statutory training requirements (including WHS);
  - Professional development requirements and staff capabilities;
  - Requests under the Council's *Study Assistance Program*; and
  - Staff skills development.
- Ensure that the outcomes of the organisational *Performance Development Review* processes are linked to the organisations training needs.
- Establishing and maintaining quality relationships with learning and development providers.

**Performance Indicators**

- The *Training & Development Program* supports staff in delivering the requirements of their respective jobs.
- Provide suitable training programs to General Managers and Managers to develop competency in organisational development and performance.
- Yearly audit of the *Performance Development Review*.
- Review of training programs conducted on a regular basis.

**4. CONTINUOUS IMPROVEMENT**

- Coordinate, at an organisational level, systems to improve staff performance, organisational performance and ensure that the organisations processes and procedures are best practice and achieve the objective of creating a high performing organisation.
- Coordinate and maintain the organisations *Continuous Improvement Framework* in accordance with the *Australian Business Excellence Framework* (and/or other models which are adopted by the organisation).
- Collaborate with General Managers and Managers to establish performance metrics and benchmarks to track to effectiveness of change initiatives.
- Promote a diverse and inclusive work environment that fosters diversity and equity.
- Continuously assess the organisation's operations and performance, utilising data-driven metrics and analysis.
- Identify areas of improvement and efficiency gains.

**Performance Indicators**

- Continuous Improvement program implemented and maintained.

- Assess the adoption and utilisation of new processes and tools resulting from improvements or change.
- Positive change in organisational performance culture.

## **5. OPERATIONAL EFFICIENCY**

- Focus on capability development, which includes training programs, skill assessments and professional development opportunities to enhance employee skills and competencies.
- Enhance the organisational culture, encouraging the use of *Our Values* and *Behavioural Standards*, encouraging inclusivity, innovation and engagement among staff.
- Identify and coordinate leadership development programs to cultivate future leaders within the organisation.
- Identify and advise on talent management strategies to recognise high-performing staff members.

### **Performance Indicators**

- Measure and analyse change in productivity, culture and skill
- Monitor key performance indicators in various Departments.
- Gather feedback from General Managers, Managers and staff members on the impact of organisational development and performance changes on operational efficiency.

## PERSON SPECIFICATION

### QUALIFICATIONS AND/OR EXPERIENCE

- Minimum five (3) year's experience in Organisational Development, Learning & Development or Generalist Human Resources (or a related discipline).
- Tertiary qualifications in Human Resources, Change Management, Organisational Psychology, Learning and Development or a related discipline (essential).
- Post Graduate Qualifications in Human Resources, Organisational Psychology or related discipline (highly desirable).
- Eligible for membership of an appropriate professional organisation (e.g. Psych Board of Australia).
- Accreditation in coaching and culture tools, such as Human Synergistics and DISC (desirable).
- Certificate in Training and Assessment (desirable).
- Hold a current drivers licence (essential).

### KNOWLEDGE

- An excellent working knowledge of the *Local Government Act 1999*, relevant regulations, codes, standards and guidelines.
- Sound knowledge of the principles of human resource management and change management and the ability to implement these principles.
- Sound knowledge of the legislation impacting on human resources including Federal and State Industrial Relations legislation and Equal Employment Opportunities.
- A sound understanding of general office practices and procedures.
- Knowledge of external trends impacting on the operation of an organisation.

### SKILLS

- Excellent organisational and time management skills.
- Excellent communication skills and ability to adapt style for different stakeholder groups.
- Excellent report writing skills.
- Ability to work under limited direction and in a team environment.
- Demonstrated self-motivation, sound initiative and the ability to exercise independent judgment within the parameters of the role.
- Highly developed computer literacy.
- Ability to undertake research and report the findings clearly and concisely.
- Ability to identify problems and procedural blocks and to develop strategic solutions.
- Ability to work in an efficient, effective and timely manner.

### PERSONAL ATTRIBUTES

- Achievement orientated with a passion to succeed and to support and encourage others to succeed.
- Political awareness and knowledge of Local Government.
- Professional, articulate and amicable.
- Consistent and effective problem solving, decision making and time/priority management.
- Self-driven, committed, innovative and decisive.

**ORGANISATIONAL DEVELOPMENT SPECIALIST**  
**POSITION & PERSON DESCRIPTION**  
**November 2023**



- Ability to be flexible and use sound judgement.
- Ability to work with people of varying backgrounds and disciplines.
- Uses empathy, listening and understanding to identify issues and adapt personal style to deliver high quality customer service.

**JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance with no adverse findings.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

**WORK HEALTH & SAFETY REQUIREMENTS**

- In accordance with *Section 28 of the Work Health and Safety (WHS) Act 2012*, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Hazardous Chemicals Awareness (induction)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction)
  - Fatigue Awareness (annual)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.

- In addition to your obligations listed above, you are responsible for and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
  - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
  - ensuring adherence to WHS policies and procedures within your sphere of control;
  - maintaining a basic awareness of safety issues within your respective area;
  - providing all workers (staff, contractors and visitors), who are required to enter an area under your control, a safety induction prior to commencing work;
  - coordinating and participating in, local WHS consultation processes;
  - constantly reviewing working procedures and practices within your area of responsibility;
  - ensuring all plant, machinery and equipment is properly maintained;
  - identifying, assessing and controlling hazards and WHS risks; and
  - providing data related to local WHS performance as required.

**Performance Indicators**

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.



## ORGANISATIONAL VALUES

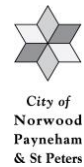
At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



**ORGANISATIONAL DEVELOPMENT SPECIALIST**  
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**AGREEMENT:**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of **Organisational Development Specialist**

**APPROVED BY:**

\_\_\_\_\_  
Mario Barone PSM  
**CHIEF EXECUTIVE OFFICER**

\_\_\_\_\_  
Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of **Organisational Development Specialist** has been read and agreed to by

\_\_\_\_\_  
Vacant  
**ORGANISATIONAL DEVELOPMENT SPECIALIST**

\_\_\_\_\_  
Date