

LONDON BOROUGH OF MERTON

INNOVATION & CHANGE DIRECTORATE

JOB DESCRIPTION

POST TITLE: Director of People and Culture Change

Grade: MG5

DIVISION/SECTION: Innovation and Change

Location: Civic Centre, Morden

Responsible to: Executive Director of Change and Innovation

Responsible for: Teams covering HR, Organisational Development, Policy and Reward, Resourcing and Payroll and HR Operations

Post number:

Date: January 2024

1. MAIN PURPOSE

- To be Director of Human Resources and Organisational Development leading on the provision of high quality, responsive HR and OD services, which meet the needs of the organisation and Members' ambitions. This role is key in developing and delivering HR strategies to support the organisational culture needed for a modern, innovative workforce in addition to providing a responsive traded services to schools.

2. MAIN DUTIES AND RESPONSIBILITIES

- (i) To lead the HR & OD service comprising of a number of specialist teams, working to ensure the Council has the core capabilities and an effective workforce to support a high performing organisation.

- (ii) To drive organisational change in order to make best use of resources while remaining people focussed. This includes developing a culture change strategy with supporting organisational development approaches.

- (iii) To lead and develop an HR & OD service that supports the operational needs of the Council as well as providing strategic insight and advice on people matters to the Chief Executive and the senior Management Team.

- (iv) To lead the future direction of HR and OD services cognisant of latest thinking, and innovative approaches, which support the design of leading-edge organisation development, people, and change strategies.

- (v) To drive forward the Council's Workforce Strategy to ensure that it is ambitious and creates a clear and compelling vision for the organisation's future. This includes developing leading-edge people policies, procedures and strategies to support the Council to transform and nurture a learning organisation.

- (vi) To ensure the provision of responsive traded services to schools which meets their needs and is cost effective.

- (vii) To provide effective HR services to the Council. The emphasis here is resolution of issues, proactive approach to people management and responsive support to managers.

- (viii) To develop modern policy and procedure, including approaches to reward which support and innovative forward thinking organisation.

- (ix) To develop the Council's commitment to equality, diversity and inclusion and to promote non-discriminatory practices in all aspects of work undertaken.

3. Director – General Accountabilities

- Role model the values and behaviours of the organisation and be an ambassador for and represent the Council at all times: [Work for Merton \[DRAFT\] : Values | Merton Council](#)
- Ensure services have operational plans in place to deliver the Council Plan on time and to budget.
- Work collaboratively across all service areas with other senior managers (including partner organisations) to deliver services and generate efficiencies.
- Ensure the service areas you manage are fully compliant with all existing or new legislation and other statutory requirements.
- Ensure effective performance management is in place, and that any remedial action is taken promptly.
- Manage your teams effectively, ensuring individuals are well-supported, diversity is encouraged and performance is monitored.
- Ensure at all times that a corporate view is adopted and that complaints (both internal and external) are dealt with promptly and effectively.
- Be responsible for equality in service delivery and employment, and work within relevant legislation carrying out Equality Impact Assessments where necessary.
- Ensure that strategic and operational risks are considered and that appropriate actions and reporting are put into place to manage these.
- Attend emergency planning training, be familiar with the London Borough of Merton Emergency Plan and your role during an incident. This may involve receiving notification out of hours and to respond positively to these calls.
- Required to take part in the emergency rota and participate in elections.
- Deputise for the Director and represent the Directorate as required on corporate and external activities and groups.

4. Responsible for:

HR/OD teams including HR services, learning and development, pay and reward, HR strategy and policy, resourcing, payroll and HR operations.

5. PERSON SPECIFICATION

Experience, Skills and Technical Requirements

- Experience of delivering high quality HR and OD services, which meet the needs of the organisation, have worked at AD level or above.
- Experience on the development of a variety of HR strategies and evidence of successful implementations
- Experience of leading and managing culture change programmes with evidence of success
- Demonstrable ability to lead HR/OD proactive services, which provide role models for managers and gives practical solutions to day-to-day issues.
- Ability to engage and influence all stakeholders, including Members, Senior leaders, managers, employees, staff groups and trade unions.
- Ability to work at both strategic and operational levels, switching according to the needs of the organisation.
- Demonstrable experience of strategic and innovative thinking with a proven track record of delivering results against tight deadlines and stretching targets.
- Experience of leading a mixed team of both internal staff and technical, expert consultants and building an inclusive culture and team.