

Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Head of Organisational Culture and Engagement | Grade: MG2 |
| Section: Organisational Development and Learning (OD&L) | Directorate: Change and Innovation |
| Responsible to following manager: Assistant Director, Organisational Development and Internal Communications (> Learning) | Responsible for following staff: Internal Communications Manager Internal Communications Officer (via an external contract) |
| Post Number/s: POS000036 | Last review date: 19 th September 2024 |

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To lead the facilitation a bold, positive and welcoming organisational culture within Richmond and Wandsworth, always ensuring the employee voice is heard and valued.

This position is dedicated to creating an engaging and values-led workplace environment that inspires staff, aligns with the councils' strategic objectives, and promotes high levels of engagement, well-being, and professional development to drive employee satisfaction and performance.

Specific Duties and Responsibilities

- **Support the shaping and implementation of the strategy for OD&L, ensuring alignment with the councils' priorities and the wider change and innovation agenda.**
- **Embodying our organisational values and behaviours in all OD&L interventions to foster further development of organisational culture which will enable Richmond and Wandsworth councils to become a 'Great Employer'.**
- **Managing a communications team and a variety of complex stakeholder relationships to improve organisational culture, both internally and externally, including Executive Directors, senior management, elected members, staff equality groups, trade unions and other external partners.**
- **Lead the development and delivery of innovative engagement programmes that build on the organisations' purpose, belief and values, encouraging employees to think bigger and connect better with each other to drive positive change and advocacy.**
- **Work in partnership with senior leadership to foster an organisational culture where well-being and engagement are central to the employee experience, supporting a happier, healthier, and more productive workforce aligning with the councils' objectives, the needs of elected members and of the local community.**
- **Act as the deputy to the Assistant Director of OD&L on matters relating to culture, employee engagement, and organisational development, representing the Assistant Director at meetings as required.**
- **Working with the ED&I Lead, to ensure ED&I is integrated into all culture and engagement activities to promote a workplace culture that embraces difference, ensuring that all employees feel valued and respected.**
- **Lead by example as a strategic partner in embedding a culture-driven, people-first approach to communications and engagement across the organisation, ensuring alignment with wider councils' policies.**
- **Actively promote the annual Staff Survey as a vital tool for understanding employee well-being, engagement, and satisfaction. Ensure that results are translated into actionable initiatives, focusing on areas that will create the greatest positive impact for the organisation and the well-being of its employees.**
- **Champion employee advocacy by ensuring their voices are heard and acted upon through tangible improvements to the workplace culture.**
- **Use insights from employee engagement surveys, focus groups, and other data-driven feedback mechanisms to inform and refine initiatives to ensure they remain effective.**

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements | | | Assessed by A/I/T/C (see below for explanation) |
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| Knowledge | Essential | Desirable | Assessed |
| Comprehensive knowledge of communications strategy and effective methods | X | | AIT |
| Knowledge of effective programme management methods and tools | X | | AIT |

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|--|------------------|------------------|-----------------|
| Knowledge of organisational culture change strategies and change delivery examples | X | | AIT |
| A good understanding of the wider OD function (including, but not limited to: <i>Employee Experience, Equality Diversity and Inclusion (ED&I), Early Careers workstreams, Learning and Development</i>) | | X | AI |
| Local knowledge of Wandsworth and Richmond boroughs and their core needs/ issues | | X | AI |
| Experience | Essential | Desirable | Assessed |
| Experience in the delivery of successful communications and engagement strategy | X | | AIT |
| Experience in successful programme management and delivery | X | | AIT |
| Experience in line-management and leadership of a team and/or task group | X | | AIT |
| Experience in directly delivering wider OD initiatives and engagement activities | | X | AIT |
| Skills | Essential | Desirable | Assessed |
| Communications | X | | AIT |
| Leadership | X | | AIT |
| Programme Management | X | | AIT |
| Employee Engagement | X | | AIT |
| Developing Organisational Culture | X | | AIT |
| Qualifications | Essential | Desirable | Assessed |
| CIPD Level 7 or equivalent CIPR qualification, or equivalent, tangible experience in a similar role. | X | | AI |
| Relevant Leadership and Management qualifications or certifications (e.g. ILM/CMI) | | X | AI |
| Relevant Programme Management qualifications or certifications | | X | AI |

A – Application form / CV

I – Interview

T – Test

C - Certificate