JOB DESCRIPTION

Job Title:	Organisational Development Manager – Professional Services
Department / Unit:	Human Resources
Job type	Professional Services
Grade:	RHUL 8
Accountable to:	Head of Organisational Development and Diversity
Accountable for:	Not applicable

Purpose of the Post

The role holder will lead the development and implementation of the RH Professional framework, building an innovative approach to drive forward change through creating a values-driven, professional and compliance-oriented culture across the University's Professional Services directorates and departments. This high impact role involves co-ordinating strategic initiatives, managing stakeholder relationships and delivering measurable outcomes to enable Professional Services to support academic excellence and outstanding student experience, working towards the overall vision to be a University of social purpose.

The post holder will be part of the Organisational Development and Diversity Team within Human Resources.

Key Tasks

Programme leadership and management
- To lead the design, development and implementation of the RH Professional framework, ensuring alignment with the university's Values and strategic goals.
- To manage the programme's delivery, timelines and outcomes, ensuring key milestones are achieved in collaboration with stakeholders.
- To work with senior leadership to establish governance structures to guide programme development.
- To define and track success metrics, including engagement, culture, and process improvements.
- To conduct an evaluation at the end of each year, report on progress and further refine the programme.

Standards development and implementation
- To oversee the co-creation of professional standards and behaviours which reflect the University's values and compliance requirements
- To cultivate strong relationships with senior leadership, departmental heads, and external stakeholders to drive engagement and ensure programme alignment.
- To facilitate cross-directorate workshops to evaluate processes and practices, identifying opportunities for alignment and improvement, and provide tools, templates and guidance for effective review and collaboration.

Learning and Development
- To build relationships with key stakeholders in Professional Services schools to identify professional and career development needs aligned with RH Professional standards and behaviours, and form partnerships to propose solutions.
- To work with the Organisational Development team to identify, design and deliver targeted training and resources to equip staff with the knowledge and skills to embody programme standards.
- To develop accessible resources to enable staff to integrate standards into their daily work.

Communication and engagement
- To oversee a comprehensive communication campaign to build awareness, engagement and understanding of the programme objectives and benefits.
- To create opportunities for feedback, dialogue, and engagement through events and feedback mechanisms.

Recognition
- To establish incentives to encourage participation and innovation in cultural and process improvements.
- To liaise with Human Resources colleagues and Internal Communications to input into the design of University recognition schemes

Career Development and Programme Sustainability
- Embed programme outcomes into career progression frameworks and organisational development plans to ensure lasting cultural transformation.
- Promote staff mobility and consistency in professional expectations through the application of programme standards.

Reports and Committee support
- To prepare a range of briefings and reports for the relevant University committees and others as required
- To ensure that data reports connected to RH Professional are conducted at required intervals, leading on analysis which feeds into the development of strategy and action planning.

Other
- To develop and maintain professional networks and membership of best practice groups
- To ensure that the University's commitment to equality, diversity and inclusion is reflected in all aspects of work
- To build and maintain a network of internal and external contacts and to research best practice to bring forward ideas for continuous improvement in relevant to the role.

Other Duties
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and   as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted. |
| **Internal and external relationships** |
| The following list is not exhaustive but the post holder will be required to liaise with: Executive Directors and Directors of Professional Services, steering group and working group members, Internal Communications, Strategic Planning, colleagues across the Human Resources directorate and Trade Union representatives. |

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to first degree level or equivalent experience	X	
Knowledge and understanding of the higher education sector.	X	
Excellent understanding of Equality, Diversity and Inclusion and its practical application	X	
CIPD level 5 professional qualification		X
Skills and/or Abilities		
Demonstrable commitment to the University's Values of being daring, innovative, open and respectful	X	
Proven ability to lead cross-functional programmes, manage multiple stakeholder and deliver measurable outcomes	X	
Strong project management skills with attention to detail and an ability to meet deadlines	X	
Exceptional facilitation skills, with the ability to engage and influence a diverse range of stakeholders	X	
Outstanding written and verbal communication skills, with experience in crafting impactful engagement strategies	X	
Ability to analyse complex challenges, identify actionable solutions and track outcomes effectively	X	
Ability to lead on the design, development and delivery of interventions to address development needs	X	
Excellent interpersonal and communication skills including a professional approach and manner and the ability to relate to a broad range of people.	X	
Proven ability to analyse data and write evaluative reports	X	

Experience		
Significant experience in leading cultural or organisational change programmes within complex organisations	X	
Significant proven experience of cultivating and building open and productive working relationships with colleagues and key stakeholders to achieve desired outcomes.	X	
Significant experience of successful project management to completion	X	
Significant experience of using reporting systems to produce and analyse large data sets to identify trends to inform role.	X	
Significant experience of building strong working networks with others and using these to benefit an organisation.	X	
Significant experience of designing and delivering professional development and workshop facilitation.	X	
Significant understanding and experience of the design and delivery career progression frameworks to support career development and mobility	X	
Experience in evaluating programme impact using qualitative and quantitative data	X	
Previous experience of working in the higher education sector.		X
Other requirements		
Self-awareness and a commitment to continuous professional development and self-improvement and personal development	X	
Commitment to EDI and its implementation in aspects of role performance	X	

Date: 29/11/24