



JOB TITLE
BAND

OD Talent Management & Succession Planning (TMSP) Programme Coordinator
5

Job Summary

- The role of the Organisation Development TM&SP Programme Coordinator is key in supporting the team as its portfolio grows to include the development of new programmes and initiatives, alongside the enhancement of our existing offering for current and aspiring and senior leaders.
- The Post Holder will contribute to the design, delivery, facilitation and evaluation of a range of OD activity for individuals and groups across Hywel Dda University Health Board.
- Successfully support the team in delivering high quality leadership development programmes and interventions.

Responsible to

Reporting: Talent Management & Succession Planning Lead

Accountable: Talent Management & Succession Planning Lead

Professionally: Head of Organisation Leadership & Development

Responsibilities and Duties

Service Management

The TM&SP Programme Coordinator will provide high level administration, facilitation, evaluation and audit support to all TM&SP activities, as well as those undertaken in the broader Organisation Leadership Development pillar, with a great staff experience lens, using creativity, organisation and professionalism.

The post holder will support (and on times take ownership for) the development and implementation of a range of TM&SP processes and interventions from planning, scheduling and delivery, managing stake holder relationships and capturing key metrics by:

- Designing and developing relevant communication and engagement materials for stakeholders utilising appropriate digital systems.
- Creating new, efficient digital processes/pathways for TM&SP activity e.g. recruitment, managing talent pools etc.
- Support the planning and delivery of development centres for current and aspiring senior leaders.
- Evaluation and audit of TM&SP activity.
- Ensure high quality administrative support to senior leaders within internal talent pools.

- Collation, analysis and evaluation of qualitative and quantitative data from a range of sources to evaluate activity delivered and to inform decisions on future activity.
- Delivering structured and bespoke team/group development.
- Delivering structured and bespoke individual development including coaching, action learning and 360 feedback.

The post holder will be integral to the increased leadership offer and alongside some delivery, will also undertake the 'background' work of OD such as:

- Programme administration: recruitment to evaluation.
- OD diagnostics.
- Venue / catering arrangements.
- Programme Communications.
- Smooth running of events and learning spaces.

Work alongside OD colleagues to ensure effective end to end administration for OD activity, including advertising, promoting, managing applications, pre and post initiative work, delegate communication, data collation and analysis, and evaluation.

Ensure that own workload is managed effectively and autonomously, within agreed timeframes, demonstrating flexibility in thinking, openness of mind and readiness for frequent change.

Effectively, using their own initiative, manage their own programmes, maintaining robust and clear administration systems that allow for data capture that can be shared with the team for reporting purposes.

Suggest improvements found in daily used procedures to aid service delivery and ensure that improvements and adjustments agreed to working practices are implemented and taken forward.

Prepare and present reports on OD activities, to include evaluation and audit outcomes.

Communications

Act as a key point of contact and ensure effective liaison/communication between all parties involved in the development programme, to include external parties. This may require negotiation and persuasion as there may be barriers to overcome.

Demonstrate high levels of diplomacy and tact when providing constructive feedback, as well as sensitivity/responsiveness to ambiguous and challenging leadership and team scenarios. This will require effective personal emotional control and resilience; provision of pastoral support, coaching, conflict resolution and active listening skills.

Deal with highly confidential, sometimes very contentious and sensitive information, which can be either personal, political or financial in nature. The post holder will need to understand team disciplines and embrace individual differences to ensure a happy team environment.

Provide advice and expertise on leadership development, 360, action learning and coaching with leaders across the organisation from band 7 upwards inclusive.

Digital and Information

Collate, analyse and evaluate data and information gathered from a range of sources, including programmes, surveys, Business Intelligence, PADR etc, providing interpretation to assist the team with regular OD reports and prediction of trends.

Produce, update and manage databases, interpreting data included and producing reports from these as required.

Ensure robust, accurate, and meaningful capture of data and evaluation of OD activity.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Educated to degree level or able to demonstrate equivalent experience.

Knowledge and understanding of programme management processes and project management.

Understanding of Organisational Development Activities.

Excellent IT literacy with a comprehensive knowledge of Microsoft 365, packages including Power Automate, Forms, Power BI, Sharepoint, Word, Excel, Power Point, Outlook & Teams.

Desirable

OD or L&D qualification or able to demonstrate equivalent experience.

Accreditation for tools/psychometrics (e.g. 360 feedback, action learning facilitation, MBTI).

Evidence of relevant CPD.

Experience

Essential

Extensive previous experience of working in a busy, complex environment with sensitive and confidential information.

Experience of delivering training/presentations or facilitating group discussions.

Experience and ability of collating, analysing, evaluating and presenting data from a range of sources.

Experience of report writing, data analysis and presentation of information in various formats with attention to detail and accuracy

Experience of producing, updating and managing databases.
Experience of engagement and collaborative working with multiple stakeholders.

Desirable

Experience of designing training or interventions (e.g. programmes, workshops).
Experience of website management.
Experience of working in an OD/L&D environment.
Understanding of a range of analytical techniques, software and tools for data manipulation; modelling; and interpretation.

Skills and Attributes

Essential

Ability to interpret data and insights to predict trends and design effective interventions using digital systems.
Ability to build rapport and communicate with a diverse range of staff.
Ability to influence across a broad range of stakeholders.
Ability to manage own workload and work independently to manage multiple deadlines with a high level of personal discretion both internally and externally whilst managing competing priorities
Excellent interpersonal and presentation skills.
Proactive, with good time management and organisational skills.
Excellent verbal and written communication skills.
Ability to work remotely / virtually and use necessary technology i.e. teams.
Ability to use own initiative to solve problems.
Ability to manage sensitive or difficult conversations effectively with care, tact and diplomacy, signposting where appropriate.
Understanding of and compliance with the principles of confidentiality.
Ability to design, develop and implement creative promotional materials.

Desirable

Excellent facilitation skills.
Curious, creative and innovative approach.

Other

Essential

Ability to be flexible with working hours and working location in order to accommodate service needs.

Desirable

Welsh Speaker (Level 1) is desirable but not essential for this post.

Level 1 Welsh

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.