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| **Role Title:** | Organisational Change Specialist  | **Responsible to:** | People Relations Lead |
| **Division:** | People | **Department:** | People Operations |
| **Direct reports:** | N/A | **Scope:** | UK and International Policy and Advice |
| **Scale:** | N/A PeopleN/A BudgetN/A income |
| **Regulated Function:** | No |
| **Evaluation Level:** | Implement 2 | **Role Family:** | Group Corporate Functions |

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| **Role Purpose** |
| The Organisational Change Specialist will work alongside the People Relations Specialist team to provide deep-seated advice, guidance and insight on all activity related to organisational change, including individual and collective consultation, TUPE, etc. The role will also serve as a subject matter expert in employee relations and actively manage cases, both formal and informal. The role holder will ensure that people related issues that arise from organisational change are dealt with consistently and comply with internal policies, processes and legal requirements and within agreed People risk appetite. The role holder will horizon scan for any upcoming legislative changes that impact how organisational change is delivered both in the UK and Internationally. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Act as the subject matter expert and point of contact for designated organisational change programmes across the business, both UK and Internationally
* Support the People Relations Lead with developing pre and post announcement day plans and ensure all change programme milestones/ objectives are met
* Work closely with TMO representatives and project managers to ensure organisational change programmes remain on-track and within timescales
* Attend the Organisational Change Forum and provide expertise and insight on proposed structure changes, legal implications, risks and optimal timescales
* Take a lead role on employee relation issues arising from organisational change including early conciliation and tribunal claims
* Design and implement any new collateral to support designated organisational change programmes and ensure they are version controlled and centrally stored
* Promote positive employee relations at all times and champion a community environment which enables DEI, colleague wellbeing and builds our reputation in the marketplace as a positive employer brand
* Support the People Strategy by ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment
* Support cyclical People processes where appropriate, particularly if they impact change programmes
* Support the development of People policies that are compliant with local labour laws, both in the UK and Internationally, and that underpin culture, Values and Behaviours and the New World Strategy
 | * Corporate Strategic priorities Vs plan
* MPS engagement index Vs plan
* MPS leadership index Vs plan
* Delivery of projects to plan
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| **Financial*** Ensure that all spend (related to designated projects) is tracked and managed within organisation policy reporting on variance to budget to the People Relations Lead and project team
* Produce insight and analysis from people metrics and organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and people metric trends
 | * Operational budget Vs Plan
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| **Member*** Monitor and provide robust challenge of emerging people risks and issues arising from organisational change activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
 | * Net promoter score
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| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes
* Coach and guide leaders across MPS on their leadership capability, including in relation to the handling of organisational change and employee relations matters, to create high performing, engaged and diverse teams
* Support the design and delivery of training for colleagues to ensure a continuous professional and personal development mindset is maintained
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* People Metrics – attrition, absence
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **Risk*** Identify and report risks and issues identified within the People Division and across MPS to enable resolution and mitigation of potential impact on the organisation, members and colleagues
* Support and champion People risk management across the business, ensuring that all people policies and practices are fair, transparent, reasonable and compliant with legal and regulatory frameworks
* Contribute to an environment where all People team colleagues recognise the importance of risk identification and management
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Own the delivery of designated organisational change programmes and employee relations
* As the external landscape continually changes, keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in People practices, particularly in the area of organisational change
* Build a strong internal and external network to inform continuous professional development and contribute thought-leadership on people policies and practice that will further enhance People’s contribution to business performance.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities**  |
| * N/A
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Excellent organisational and project management skills
* Attention to detail, accuracy and critical thinking
* Able to create HR templates, letters, trackers and other documents
* Influencer of stakeholders at all levels; keen ability to understand the needs of the customer and translate that into action
* Champion of diversity, inclusion and colleague wellbeing initiatives
* High-energy work ethic, particularly when under pressure
* Self-starter, trustworthy and reliable
* Able to drive change and deliver results
* Excellent oral and written communication skills
* Highly proficient user of data and technology, including HRIS systems and the Microsoft office suite
 | * Demonstrable experience as an organisational change practitioner managing multiple, complex, simultaneous programmes including individual & collective consultation, TUPE, etc
* Demonstrable experience managing complex employee relations issues and managing a busy caseload
* Demonstratable thought leadership in HR best practice, process streamlining, policy development and manager upskilling
* Demonstrable experience horizon scanning and interpreting UK and International employment legislation
* Demonstrable experience tracking and using data to drive decision making and manage project delivery
* Demonstrable experience working within a People team, preferably HR Operations
* Knowledge of GDPR
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| **Desirable** |  | * Presenting to various audiences including senior leadership and Executives
 | * Knowledge of International employment law (Ireland/ South Africa, Asia, Caribbean, Australia, New Zealand)
* Knowledge of People Risk management
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