**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |  |
| **Job Title:** | Organisational Development Administrator |
| **Location:** | Edinburgh / Hybrid |
| **Team/Directorate:** | HR & OD Team/ Business Support &Transformation |
| **Responsible To:** | Senior OD Partner |
| **Responsible For:** | None |
| **Indirectly Responsible For:** | None |

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| 2. JOB PURPOSE |  |

Supports the Senior OD Partner in the delivery of the People and Engagement strategy and Delivery Plan. Coordinate planned systems and processes to enable sustained organisation performance and cultural change. Maintains system information and monitors for the delivery of a great employee experience.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

**3.1 Main Duties and Responsibilities**

* Assist internal and external customers across the organisation in Organisational Development and training matters, ensuring effective working relationships through a compliant, professional service that maintains prompt and respectful interactions aligned with Hanover’s values.
* Coordinate the development of Organisational Development systems and processes to support the implementation of the OD strategic delivery plan and the smooth continuation of operations.
* Input into training calendar and update any learning opportunities, issue pre course information and maintain accurate training records on the HR system.
* Issue and collate employee surveys and reminders relating to the OD function.
* Provide support to employees accessing training through online mediums.
* Produce materials such as presentations, handouts, etc and facilitate basic training or guidance where required.
* Responsible for effective data management on OD & HR systems and electronic records to enable accurate reporting and monitoring, in line with legislation.
* Responsible for the day to day management of OD systems, supporting managers and employees with user and technical issues, and escalating to or liaising with internal and external support teams, as necessary.
* Record, monitor and report on OD completions within agreed SLA’s.
* Provide OD reporting for managers as and when required.
* Raise and issue purchase orders, with budget monitoring awareness, to ensure activities align with allocated OD resources.
* Support the on boarding and induction process, including recording completion of checklists.
* Maintain an accurate organisation chart and communicate staffing changes across organisation.
* Contribute to the identification and implementation of process improvements across the OD department and wider organisation.
* Support the HR and Business Support Team with ad hoc administrative duties and provide cover for the HR Administrators role as required.
* Coordinate and schedule Organisational Development processes, exercises, and training events across the organisation, collaborating with teams to ensure efficient delivery within the allocated budget, and to meet Hanover wide training and engagement needs.
* Updatekey systems accurately and in a timely manner to support team goals and legislative requirements.
* Processlearning event requests and monitor department budget to ensure events are authorised, within budget and expenditure is recorded.
* Assistwith searches for training suppliers and other service providers and maintain preferred supplier lists.
* Performvenue insurance verification, trainer certification and cancellation policies.
* Update and track SSSC registrations, SVQ qualifications, and learning agreement compliance to ensure progress and information are accurate and current.

# 4. Key Relationships – Internal & External

**Internal**

* Reports to Senior OD Partner
* Liaise with the L&D Coordinator on training activity, information, and record keeping.
* Develops and maintains relationships with managers.
* Provides KPI information to OMT and SMT, and prepares a monthly training report for managers to support tracking of training and development progress.
* Supports and advises employees.
* Processes requests for budget holders.
* Provides reports and system use information to Finance Team.

**External**

* Liaise with training suppliers.
* Prepares reports for auditors.

**5. Health & Safety**

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 6. General

* Be aware of and always adhere to Hanover’s policies and procedures.
* Take part in performance reviews and one to one meetings with your manager throughout the year.
* Cooperate with other Hanover teams to achieve good outcomes for our customers, employees, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Actively participate in team and organisational initiatives to promote continuous improvement and alignment with Hanover’s mission and values.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Always be an ambassador of Hanover’s values and behaviours and demonstrate high levels of integrity in the course of your duties.

**7. Other**

* Always apply Hanover’s values and behaviours to every aspect of the role.
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Act as a role model and always treat colleagues and customers with integrity and respect.
* Comply with Hanover’s Code of Conduct.

**ORGANISATIONAL DEVELOPMENT ADMINISTRATOR**

**Person Specification**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
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| **Qualifications and specific training** | SCQF LEVEL 7 including English or Business Administration  OR  Relevant professional experience. | CIPD Foundation level.  Certificate in People Practice. |
| **Experience** | Significant track record of achievements in a similar role. |  |
| **Knowledge** | Awareness of a wide range of people issues and how these impact on employees.  Awareness of the employee lifecycle and principles of employee engagement.  Understanding of the issues facing the Housing and Care sector. | Awareness of change management theory and practice.  Awareness of OD theory and practice. |
| **Skills** | Developed communicator, able to relate to all levels of the organisation whilst demonstrating empathy and understanding.  Able to interpret complex information.  Developed planning and organisation ability to work to conflicting deadlines and adapt to change.  Developed ICT user proficiency for MS Office, and adaptable use of bespoke computer systems.  Developed attention to detail in the handling and treatment of data and information.  Developed ability to operate within a GDPR sensitive environment.  Developed numeracy skills to process financial administration accurately.  Developed ability to adapt to evolving work systems and environment.  Developed ability to problem-solve and gather appropriate information in the coordination of activities and information management.  Developed ability to work within a team towards organisational and departmental goals. |  |
| **Personal attributes** | Role model for Hanover’s values:   * Respect * Accountability * Collaboration * Inclusion |  |
| **Additional requirements** |  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**