

PERSON SPECIFICATION

Job Title: Head of People and Organisational Development

Directorate: People and OD

The person specification below outlines the essential experience, knowledge and skills required for this role. Evidence for competencies, knowledge and skills will be looked for throughout the selection process.







A/F=Application Form, I =Interview, A= Assessment Stage

CRITERIA		A/F	A	I
1. Knowledge, Training and Qualifications	Essential			
	• Affiliate membership of CIPD or other relevant professional body	✓		
	• Level 7 HR qualification or equivalent qualification and/or experience	✓		
	• Advanced contemporary knowledge of all areas of HR practice including EDI, employee relations, learning and reward.	✓		
	• Excellent working knowledge of employment legislation		✓	✓
	• Strong working knowledge of data protection legislation			✓
	Desirable			
	• Chartered Member of CIPD	✓		
2. Experience	Essential			
	• Working effectively in a trade unionised environment with responsibility for organisation-wide human resources activity	✓	✓	✓
	• Experience of making a positive contribution to advancing equity, diversity and inclusion agendas		✓	✓
	• Managing budgets and operational plans	✓		
	• Managing people individually and in teams	✓	✓	✓
	• Working with senior managers and trade union representatives to deliver tasks through collaborative and partnership working	✓	✓	✓
	• Managing contracts with third parties	✓		
	• Developing and implementing progressive yet practical HR solutions, initiatives and policies		✓	✓
	• Managing employee relations cases	✓		
	Desirable			
• Developing and overseeing the delivery of	✓		✓	

	strategies			
	• Involvement in internal audit exercises	✓		
	• Managing customer complaints	✓		
3. Skills	Essential			
	• Project planning from inception to evaluation	✓		
	• Develop and nurture team-working and delivery	✓		✓
	• Clear decision-making		✓	✓
	• Factually accurate, comprehensive, clear and precise in communication to a variety of audiences	✓	✓	✓
	• Excellent analytical skills and strong attention to detail		✓	
	• Listen to others, engaging with their views, negotiating and persuading	✓	✓	✓
	• Build strong working relationships with colleagues, customers, clients, suppliers and trade union partners.	✓		✓
	• Proactively develop systems and new ways of working to increase efficiency of service	✓		✓
	• Use appropriate strategies to diagnose and resolve issues		✓	✓
	• Identify and monitor clear measures for progress and delivery	✓		✓
	• Continually evaluate and improve services using appropriate techniques	✓	✓	✓
	• Competent IT skills including the ability to use a variety of software packages including Microsoft Word, Excel and Outlook.		✓	
	4. Other Requirements	Essential		
• Strong personal commitment to promoting and embedding equity, diversity and inclusion		✓	✓	✓
• Willing and able to travel and undertake occasional overnight stays		✓		✓

December 2024

The **RCN Core Behavioural Competency Framework** informs the key behaviours our employees need to demonstrate in their role and these will be assessed throughout the recruitment and selection process.

<p>Inspire others to greater heights</p>  <p><i>Be passionate about developing yourself and others and push yourself beyond your comfort zone</i></p>	<p>Value those around you</p>  <p><i>Prize diversity and deal fairly and consistently with people while recognising individual differences</i></p>	<p>Show passion for our services</p>  <p><i>Have members' and customers' interests at the heart of everything you do and go out of your way to manage and exceed their expectations</i></p>	<p>Build outstanding relationships</p>  <p><i>Lead and contribute to your team's success and collaborate with people around you and those beyond your immediate team</i></p>	<p>Get to the heart of the business</p>  <p><i>Have the business interests of the RCN at the forefront of all you do and seek out opportunities to develop your business know-how</i></p>	<p>Stay one step ahead</p>  <p><i>Be inquisitive, think differently and embrace opportunities for change, helping others to adapt and encouraging new ideas</i></p>
Use the strengths of those around you to maximum effect	Challenge unacceptable behavior where it exists	Demonstrate pride in the RCN and passion for its services	Understand how your team impacts on others	Learn all aspects of the business with enthusiasm	Improve how things are done
Take personal ownership of all that you do	Treat everyone with respect regardless of their position	Ensure all you do has a benefit to members and customers	Focus on your team's primary goals	See yourself as a shareholder in the RCN	Adapt enthusiastically to change and different ways of working
Persist in the face of difficulties and overcome obstacles	Recognise the benefit of different viewpoints	Empower members and customers to help them become more involved	Share knowledge within your team and across other teams	Generate viable opportunities to help the RCN grow and develop	Tackle unfamiliar situations with confidence
Articulate your views and be open to others' opinions	Communicate openly and actively listen to those around you	Stay calm and focused when dealing with challenging situations	Support and help those around you	Work within tight timescales when needed	Help others to respond positively to change
Coach others and share your expertise	Treat everyone fairly and consistently	Go the extra mile	Demonstrate pride in your team and its work	Prioritise work to respond to urgent needs	Be prepared to do things differently and learn from any mistakes
Trust those around you to do their jobs	Encourage mature discussion of differences	Build strong partnerships with outside agencies	Plan projects to involve key people from the start	Show efficiency and value in your use of resources	Adapt your thinking according to the needs of the situation
Seek feedback and learn from what you hear	Be approachable and give time to others	See a task through to the end	Identify opportunities for cross-team working	Translate plans into realistic targets and objectives	Show positive energy even in times of pressure
Lead by example and act as a role model	Respect individual and cultural differences	See things from the members' and customers' perspectives	Understand your strengths and play to them when you can	Understand the impact of your actions on the business	Keep an open mind and think creatively about problems at work
Empower and develop yourself and those around you	Recognise the impact of your behaviour on those around you	Build rapport with members and customers	Seek expertise from outside the team where necessary	Focus on the purpose of your role	Encourage constructive discussion about change
Speak up if you can see a better way to do things	Seek out stakeholders' views where possible	Keep members and customers informed	Ensure all team members have a meaningful part to play	Concentrate on delivering best value	Show your initiative in all that you do