



Job description

Senior Organisation Development Manager

December 2021

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

www.intostudy.com

www.intofuture.com

www.intoglobal.com

www.into-giving.com

Role context

With INTO's People/HR strategy evolving this position manages the global Organisation Development, Learning & Development and Talent Management processes, projects and initiatives to continuously improve INTO's employee experience by developing it as a learning organisation where people are empowered and can grow and progress. The role is responsible for the global management of these initiatives on a day-to-day basis as well as providing sound strategic insight and recommendations to all connected stakeholders to continuously improve and enhance these initiatives. The role is to work closely with the Global People Leadership team,

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colleagues within their own team, the global People team and with business stakeholders.

We are looking for someone with

- A natural passion about people (including their motivations, behaviours and what drives engagement and performance), curious and persistent in driving positive change and willing to challenge processes and ways of working to optimise people and business performance
- Design and implementation of organisation development and people orientated initiatives and tech solutions to smoothen the employee experience.
- A strong business mindset to always generate value for INTO.
- Analytical and data-driven decision-making and change management.
- Effective communication and facilitation, tailoring content to the right audience, gaining influence and driving change.
- The ability to bring plenty of insights and evidence to the business, helping to inform decisions and bring outside learning 'in'

Reporting line

The role reports to the Vice President, Organisation Development

Job purpose

To lead on the design and delivery of people and organisational development (OD) strategies in support of the organisation's strategic direction and plans, providing information, advice and services as required. Working with teams across the organisation globally, but particularly across the People Team to support a programme of continuous organisational performance improvement which helps INTO achieve its ambition of becoming a high performing and learning organisation.

Key accountabilities and Responsibilities

Key Accountabilities

To lead on the design, implementation, management and support to the INTO People Team to deliver global Talent, Performance and Learning activities centred around delivering INTO's Employee Value Proposition. The role is responsible for the management of a small in-house global Learning and Development team.

Key Responsibilities

- To contribute analysis and ideas to the development of INTO's People strategy to ensure that organisational development initiatives are appropriately integrated and aligned with strategic and business goals.
- To lead on the design and deliver OD and change management strategies, processes and interventions that support INTO's ambition to be a high performing organisation; to include initiatives which foster a high performance and empowering culture, where learning, continuous improvement and diversity are the norm.
- To identify opportunities for performance improvement through, for example, undertaking internal diagnosis and process/system reviews to understand barriers and possible solutions; conducting external research for best practice and new ideas
- To lead specific performance improvement initiatives, e.g. through INTO's performance management processes that may include a new behavioural competency framework and feedback processes.
- To commission and manage additional internal or external resources as and when required to ensure cost-effective delivery of agreed OD initiatives.
- To lead on the development and implementation of INTO's approach to talent management and succession planning and to coordinate the contributions of key stakeholders to ensure effective implementation.
- To manage INTO global Learning and Development team and work with them in addition to the People Team and line managers to commission, design, deliver and evaluate appropriate and relevant

internally delivered learning interventions and to ensure best use of INTO's learning & development budget.

- To develop and implement initiatives to support employee development and the achievement of Personal Development Plans.
- To work collaboratively with the Employee Engagement & Communications team to ensure effective communication and consultation processes and to build employee engagement.
- Support other ad-hoc projects and Organisation Development tasks, as required

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based out of Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up.
- all gaps in CVs must be explained satisfactorily.
- proof of identity and (where applicable) qualifications will be required.
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18.
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Person specification

	Essential	Desirable
Experience/skills	<p><u>Experience</u></p> <ul style="list-style-type: none"> • An OD qualification, or equivalent professional knowledge gained through experience working as an OD specialist or as an HR generalist with an OD focus • Able to demonstrate up to date knowledge of theory and best practice in key areas: <ul style="list-style-type: none"> ○ Organisation development particularly around change management and developing organisational culture ○ Learning & Development, particularly management development and talent management • Track record in delivering successful international OD projects and supporting major organisational change; influencing, building and sustaining relationships in order to achieve results. • Experience of, and commitment to, continuous organisational improvement and the ability to act as a change agent • People Management <p><u>Skills</u></p> <ul style="list-style-type: none"> • Excellent influencing and interpersonal skills with people at all levels, internally and externally. • Strong written and oral communication skills, including presentation skills. • Strong coaching/mentoring skills. • Effective planning and project management skills with the ability to set and work to deadlines (personal, team and INTO) • The ability to engage, conduct diagnosis, analyse findings, generate options and build commitment to solutions. • Change management skills. • Facilitation skills. • Numeracy and ability to analyse quantitative and qualitative data and manage budgets 	<ul style="list-style-type: none"> • Qualified Personality Profile Practitioner, e.g. MBTI or Gallup StrengthsFinder • Leading or contributing to Diversity, Equity and Inclusion initiatives