



Job description

Organisation Development Manager

September 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

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Role context

With INTO's People/HR strategy evolving this position manages a myriad of Organisation Development processes, project and initiatives to continuously improve INTO's employee experience and develop INTO as a learning organisation. The role is responsible for the global management of these initiatives on a day to day basis as well as providing sound insight and recommendations to all connected stakeholders to continuously improve and enhance these initiatives. The role is to work closely with the Vice President Organisation Development as well as colleagues within their own team, within 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 processes and people orientated 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, 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 be a key lynchpin in joining together all Organisation Development initiatives for the benefit of INTO and its employees. To support the design, delivery, co-ordination and monitoring of key Organisation Development and people initiatives across the world.

Key accountabilities and duties

Key Accountabilities

To manage and support the INTO People Team deliver global INTO Organisation Development and People Team activities, centred around INTO's Employee Value Proposition, performance management, talent & succession, learning & development and overall employee engagement.

Key Responsibilities

- Support the VP Organisation Development in all key HR/organisation development activities including Performance Management, Talent & Succession, Employee Value Propositions, Employee Engagement surveys, Learning & Development e.g., understanding, design, implementation of processes, designing and presenting key information and guidance, answering stakeholder queries, etc.
- Own the various performance, talent, succession, employee survey systems and processes.
- Gather, analyse and present key people metrics to help support the delivery of key initiatives and prepare and present reports for key stakeholders in a timely fashion.
- Work closely with the INTO Workday Systems Administrator to gather and analyse key people metrics.
- Work closely with the Employee Engagement & Employee Communications Team becoming a key lynchpin in joining together all initiatives for the benefit of INTO's employees.
- Attend key meetings to support the VP Organisation Development and the Employee Engagement &

- Employee Communications Team.
- Support other ad-hoc projects and Organisation Development tasks, as required.

Duties

Processes	
Performance Management (Performance Coaching) processes and engagement	<ul style="list-style-type: none"> Manage the design, on time delivery and maintenance of the various performance management processes and communications (i.e. Objective Setting, MYR, EYR and Calibration) Create and deliver process status reports and presentations to key stakeholders in a timely fashion and support them where necessary Continuously review and lead on recommendations to improve the processes by engaging with key HR and business stakeholders Continually support the HR team in the ongoing optimisation and promotion of the Workday system through Performance Coaching
Talent & Succession processes and engagement	<ul style="list-style-type: none"> Manage the design, delivery and maintenance of the INTO talent identification/assessment & succession planning processes Create and deliver process status reports and presentations to key stakeholders in a timely fashion and support them where necessary Continuously review and lead on recommendations to improve & incrementally enlarge the scope of the processes by engaging with key HR and business stakeholders
OD Initiatives (not exhaustive)	
Measuring employee engagement (via Peakon)	<ul style="list-style-type: none"> To lead the design and the roll-out of INTO's Global Employee Engagement Surveys via Peakon <ul style="list-style-type: none"> Provide ongoing engagement with Peakon and communicate updates and learnings to key stakeholders Organise (and deliver) ongoing and support to Peakon Dashboard Owners where needed Support internal communications and engagement efforts in communicating to key stakeholders in a timely fashion Continuously review and lead on recommendations to improve delivery by engaging with key HR and business stakeholders
Delivering and maintaining INTO's Employee Value Proposition (EVP)	<ul style="list-style-type: none"> Phase 1: Design and roll-out <ul style="list-style-type: none"> Project Manage <ul style="list-style-type: none"> Key interface and relationship builder with McCann Synergy Lead the core project team (co-ordinate, engage, update, delegate) Lead the business consultation forum (co-ordinate, engage, update, delegate) Update other key stakeholder groups as to progress with the project (e.g. sponsors and Executive Board) Phase 2: Implementation <ul style="list-style-type: none"> Project Manage <ul style="list-style-type: none"> Co-ordinate appropriate workstreams (as indicated by EVP priorities)
Wellbeing	<ul style="list-style-type: none"> Co-ordinate regional/global wellbeing activities working closely with the Employee Engagement & Communications team Provide ongoing engagement with Unmind and Mind
Learning & Development	
Learning & Development programmes	<ul style="list-style-type: none"> Online Learning <ul style="list-style-type: none"> Create and co-ordinate learning activities to supplement global employee learning needs that are delivered online Own the relationship with LinkedIn Learning and maximise ongoing usage and engagement (alongside Workday Learning) globally Own Workday Learning <ul style="list-style-type: none"> Advise and support key stakeholders on bespoke INTO programmes and learning paths Where appropriate co-create INTO bespoke online learning content and learning paths and monitor attendance/completion Classroom Training <ul style="list-style-type: none"> Provide experience and professional insights into programme content

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 in 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 Service 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"> • Understanding global employee engagement needs • Workday or other HR Information Systems • Employee Engagement Survey systems and processes • MS Office and Project Management software • Leading or co-ordinating global Learning and Development programmes <p><u>Skills</u></p> <ul style="list-style-type: none"> • Project Management <ul style="list-style-type: none"> ○ Organisation & scheduling ○ Planning ○ Leadership ○ Communications ○ Teamwork ○ Presentations ○ Stakeholder management at all levels ○ Budget & cost Management • Process and business impact orientation • Communications <ul style="list-style-type: none"> ○ Engaging ○ Accurate 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Peakon (Employee Engagement survey system) • People management • Leading or co-ordinating Diversity, Equity and Inclusion initiatives