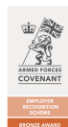


# Organisational Development, Leadership and Learning Advisor - 239334

L I V I N G   O U R   V A L U E S



## A Career with NHS 24



Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

### ***Are you?***

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and

guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: <https://careers.nhs24.scot/>

## Organisation Structure



## Our Values



L I V I N G   O U R   V A L U E S



Care and compassion

When we talk about care and compassion, we mean completing your work in a way that shows care for what you do. For example, trying your best to help others, whether they're colleagues, patients or people from our partner organisations.

### **Dignity and respect**

Practising dignity and respect means making sure that you interact with everyone in a professional manner. Keep the feelings, wishes and rights of others in mind.

### **Openness, honesty and responsibility**

The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work.

### **Quality and teamwork**

A commitment to quality means delivering quality work and encouraging others to maintain the quality of their work. We want to know that you can contribute to a culture of continuous improvement.

Teamwork is about making sure your group can work to the best of their ability, nurturing and developing professionalism so that you can all do excellent work.

## **Workforce Directorate**



The Workforce Directorate are on a journey to transform our ways of working, supporting our workforce and their wellbeing and further develop our organisation and culture. We are committed to making NHS 24 a truly inclusive, diverse and values driven organisation. A place where people want to come and work every day and are motivated and enthused making it a 'great place to work'.

There are broad teams within the Directorate however all work collaboratively and there are opportunities for everyone to get involved in all aspects of work that support our employees. There are around 50 staff within the Directorate and the teams are:

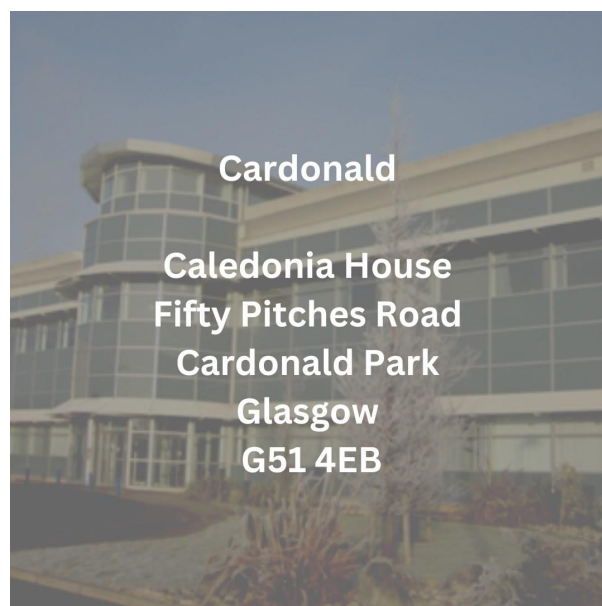
- Organisational Development, Leadership and Learning
- Resourcing and Planning

- People Services

We work to a People Plan which underpins the Workforce Strategy and the Strategic Plan. We continue to grow our workforce in line with service demands, train our people to manage and lead effectively, help support continuous improvement and to work together differently through transformed processes. We do this through partnership working with our Trade Unions.

We recognise that NHS 24 has to continually adapt to the changing environment across health and social care. As a digitally enabled service we know that we need to ensure our staff have the digital skills to maximise the opportunity that our investment in new technology brings.

## Our Centres



A photograph of a large, modern, single-story building with a flat roof and large windows. The building is situated in a parking lot with several cars. The sky is blue with some light clouds.


**North Regional  
Centre**

**Forest Grove House  
Foresterhill Road  
ABERDEEN AB25 2ZP**

A photograph of a modern building with a prominent curved glass facade. The building is set on a grassy slope with a paved walkway leading to the entrance. The sky is overcast.

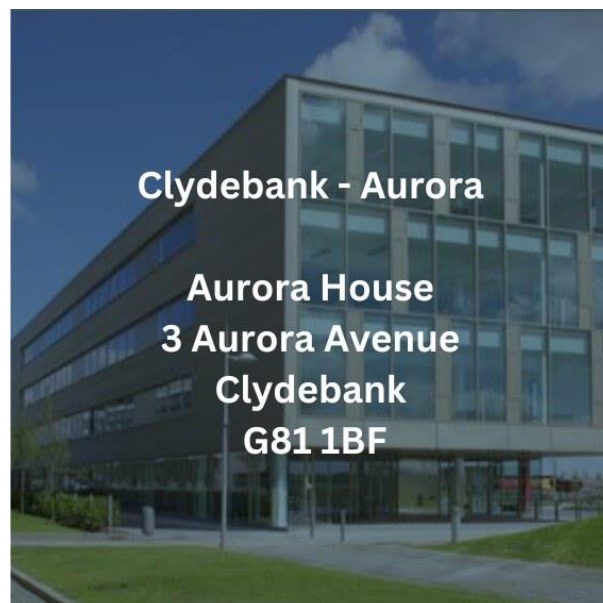
**East Regional Centre**

**Norseman House  
2 Ferrymuir  
South Queensferry  
EH30 9QZ**

A photograph of a multi-story building with a mix of brick and glass facades. The building has a modern architectural style with large windows. There is a green lawn in front of the building.

**Lumina Building, Hillington Park**

**40 Ainslie Road  
Hillington  
Glasgow  
G52 4RU**



## Benefits

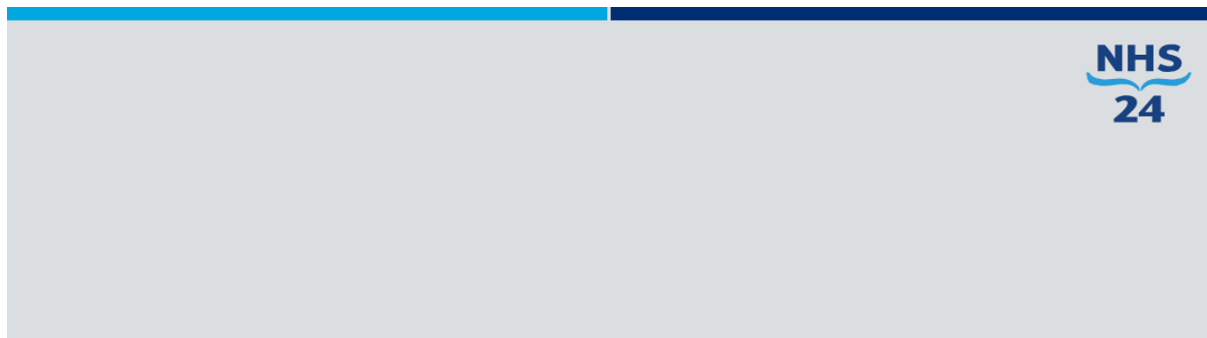


NHS 24 offers a complete benefits package, with a permanent contract on *Band 5* (£33,247 - £41,424)

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, childcare vouchers, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning (including discounted access to RCNi Learning), and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

## Job Description



**Job Title:** Organisational Development, Leadership and Learning Advisor

**Reporting To:** Organisational Development & Learning Manager

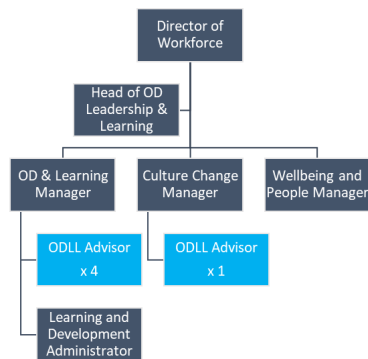
**Department(s)/Location:** Workforce Directorate

### 1. JOB PURPOSE

The role of the OD, Leadership and Learning Advisor is to scope, design, build, deliver, evaluate and review leadership, learning and organisational development programmes and interventions which support NHS 24 to meet our strategic ambitions and priorities outlined in our Corporate Strategy and Workforce Strategy and Plan.

Embed the necessary qualities and competencies throughout the organisation, enhancing internal capacity and facilitating change in support of the organisation's strategic aims and objectives, the post holder will have contemporary knowledge of organisational development, leadership, learning and change theories and a proven ability to apply these in practice.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE AND RANGE

NHS 24 provides the population of Scotland with access to clinical assessment, healthcare advice and information and aims to ensure that those contacting NHS 24 are given the assistance and advice they require to meet their health needs via omni channel access. NHS 24 mental health services receive calls 24 hours a day, 7 days a week.

The OD, Leadership and Learning function operates across NHS 24.

The OD, Leadership and Learning Advisor is line managed and professionally accountable to the OD & Learning Manager (and in some cases the Culture Change Manager) and is required to manage and prioritise their work to meet the needs of the business area they are supporting.

The target audience is the total number of employees employed in NHS 24 of c2050.

The post holder will deputise on behalf of the OD & Learning Manager as and when required and will attend local and/or national meetings representing NHS 24.

## 4. MAIN DUTIES/RESPONSIBILITIES

Lead the scope, design, build, planning, delivery, evaluation, review and maintenance of a range of organisational development, leadership and learning solutions which support the organisations objectives and operational learning requirements. Key areas within scope include:

- Leadership and management development programmes
- Mentoring and coaching
- 360 feedback and psychometric profiling
- Talent management and development initiatives
- Staff Induction
- Design of e-learning

- Bespoke development requirements to meet organisational need through an internal consultancy approach
- External collaborations
- Performance management through appraisal and personal development planning
- Graduate/intern/apprenticeship/employability programmes
- Essential Learning
- iMatter Staff Survey
- Career Development Pathways
- Mainstreaming Equality, Diversity and Inclusion into working practices
- Conduct Training Needs Analysis, liaising with key stakeholders to assess requirements in relation to new and existing solutions and programmes.
- Consult and advise management teams within business areas to assess relevant leadership and development requirements, support the delivery of key projects and change initiatives, and provide a customer focussed service.
- Deliver development programmes and initiatives through highly engaging, participative and facilitative presentations and styles of learning. This may include presenting to large groups in formal settings, both in person and remotely.
- Deliver programmes, solutions and initiatives to agreed timescales and budget by using strong administration, coordination and analytical skills.
- Provide specialist organisational development, leadership and learning advice and guidance to business areas and staff whilst maintaining professional knowledge and understanding of the latest thinking and future opportunities for the organisation.
- Develop effective working relationships with key stakeholders including Recruitment, Practice Education, Staff Side/Unions and internal and external partners to secure involvement and collaboration within the design and delivery of Organisational Development, Leadership and Learning solutions.
- Identify, deliver and coordinate early careers opportunities which provide NHS 24 with a talent pipeline, such as apprenticeships, work placements, internships and employability schemes. This involves management of the relationship between NHS 24 and external training partners and accrediting bodies, as well as providing internal support and guidance.
- Ensure highly effective branding and communication plans are linked to programmes which generate engagement and drive staff satisfaction in leadership and learning opportunities.

- Undertake delegated responsibilities for drafting robust evaluation strategies, analysing often complex data and creating clear and informative reports which make recommendations which enhance organisational performance and satisfy reporting and governance arrangements.
- Facilitate team and individual development sessions to deliver leadership capabilities using tools such as 360-degree feedback and psychometrics to colleagues up to and including Deputy Directors.
- Support the embedding of the organisational values and related behaviours. The OD, Leadership and Learning Advisor is a role model for the values and is required to visibly demonstrate the organisation's values in executing all responsibilities of the post.
- Demonstrate commitment to promoting Organisational Development, Leadership and Learning as a flagship and centre of excellence for organisational and people development.
- Undertake continuous improvement reviews of all products and services to ensure provision remains relevant, modern and of a consistently high quality, including maintenance of OD, Leadership and Learning's digital resources such as digital handbooks and SharePoint sites.
- Design learning content and solutions in line with NHS 24 Resource Development and Quality Assurance Frameworks.
- Design, develop and deliver Train the Trainer for subject matter experts.
- Manage Organisational Development, Leadership and Learning Programmes drawing on established project management methodologies.
- Represent NHS 24 at national meetings, external events and forums.
- Develop, populate and maintain learning content and learner accounts on a variety of databases.
- Responsible for assessing and managing risk within all aspects of the role and escalating appropriately.
- Allocate and coordinate tasks from own workstreams to the administrator.
- Implement ODLL policies and propose changes where relevant.

The above duties and responsibilities are not exhaustive, and the job holder may be required to undertake additional duties that are consistent with the level and grading of the role.

## **5. SYSTEMS AND EQUIPMENT**

The post holder is a designated VDU user. They are a highly proficient user of the following software applications:

- Office 365 applications including but not limited to Word, Excel, PowerPoint, Outlook, Teams, PowerAutomate, SharePoint, Sway and MS Forms. High proficiency is required to produce reports; training materials; gathering, analysing and presenting data; streamline processes; presenting and sharing of information; to provide effective communication; and be able to train other staff on these systems when required.
- Learning Management Systems – including the Turas, Learning Pool and Pushfar platforms, for the provision of learning courses, development opportunities, mentoring and appraisal.
- ServiceNow, to provide support to NHS 24 staff and teams.
- E-learning authoring tools, such as Articulate Rise and Adapt, to design and create e-learning packages.
- Content creation tools, such as Canva, Adobe, Affinity and Vyond.
- Webropol – for the management and provision of the iMatter questionnaire and action plans. The post holder will comply with data protection, freedom of information and fair processing legislation at all times.

## **6. DECISIONS AND JUDGEMENTS**

The post holder operates to set objectives agreed with the OD and Learning Manager, in accordance with the Workforce Annual Delivery Plan, NHS 24's Workforce Strategy, NHS 24's Corporate Strategy, PIN policies, departmental objectives, Values and Behaviours Framework and Staff Governance Workplan.

The post holder may occasionally be required to assimilate complex information quickly. They will be required to use effective questioning skills, clarify, and constructively challenge to ensure accurate understanding and make sound judgements on the best course of action and next steps.

The post holder is required to work on their own initiative and prioritise their work effectively, escalating issues where appropriate. Review of performance is undertaken via agreed annual performance objectives and appraisal with line manager.

## **7. COMMUNICATIONS AND RELATIONSHIPS**

Internal

The post holder works at all levels across the organisation. Building and maintaining effective and positive relationships is critical to success in the role. Internally this involves communication with managers and staff at all levels across the organisation. Contact is made

by telephone, face to face meetings, emails, MS Teams and virtual learning platform. Advising and offering consultancy to managers and senior managers, the post holder is required to work collaboratively to ensure effective contribution to business needs and provide tailored learning and development solutions. The post holder is required to propose communication strategies for a variety of programmes.

#### External

The post holder requires to develop and maintain effective external links with a range of bodies including other NHS organisations and Health & Social Care Partnership colleagues, Scottish Government (pertaining to iMatter), external training and consultancy organisations, professional bodies, and educational institutions.

A high level of communication and interpersonal skills are core to the role as is the ability to prepare and present high quality presentations. The post holder will be required to develop and utilise a range of communication techniques to analyse needs to ensure the approach and content is appropriate for the intended audience. There will be a frequent requirement to present information to large groups in formal settings such as workshops and seminars.

### **8. PHYSICAL DEMANDS OF THE JOB**

#### Physical

- The role requires regular travel across all NHS 24 sites.
- The post holder is required to move learning and development equipment learning resources across all sites.
- Advanced and accurate keyboard skills are required.

#### Mental

- Managing competing priorities and re-prioritisation of workload.
- Frequent prolonged periods (half or full day) of concentration when training or facilitating events to a range of audiences (including senior staff members).
- Report writing, designing training materials or communications.

#### Emotional

- Contributing to a culture which promotes our values and ethos of continuous learning and development.
- Challenging appropriately any negative attitudes and/or difficult behaviours in a training environment.
- Motivating and encouraging staff who may be resistant to change.

- Challenging existing practice and encouraging others to solve organisational problems for themselves.

#### Working Conditions

- The post holder spends significant periods of time using a visual display unit (VDU).

### **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

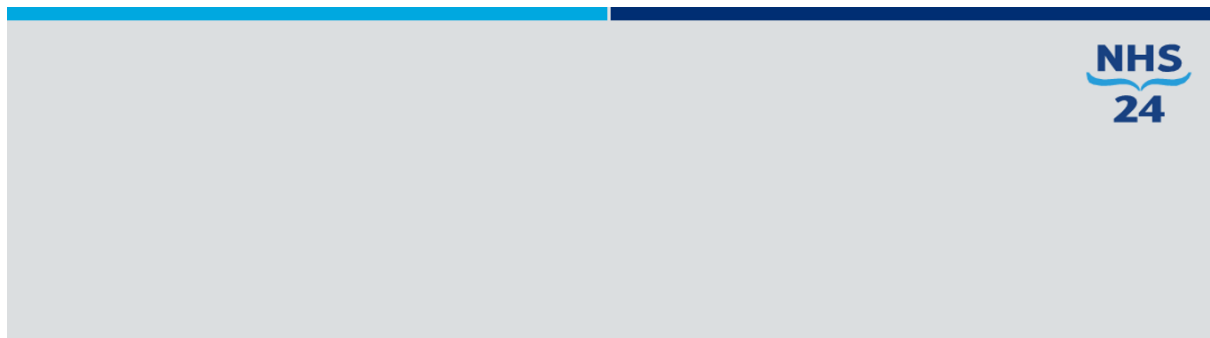
- Developing and coordinating delivery plans for large programmes such as the Leadership Development Framework Programmes.
- Maintaining professional competence by keeping abreast of external advances and changes in the organisational development, leadership and learning space.
- Prioritising workload and reacting to changing circumstances, organisational priorities and resource availability.
- Ability to work independently and be resilient whilst working in a fast-paced environment which may be subject to change.
- Designing and facilitating interventions to support employees to develop the skills, knowledge and behaviours required within their role and to transfer these to the workplace.
- Providing access and opportunities to learning and development activities within an out of hours service that operates 24 hours, 7 days a week.
- Providing ongoing professional support within a changing and complex organisation.
- Establishing and maintaining relationships which help deliver a continued focus on learning and development which contributes effectively to the needs of NHS 24

### **10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Educated to Degree level and / or can demonstrate equivalent knowledge and experience.
- CIPD accreditation at Chartered level desirable.
- Other professional accreditations appropriate to post (e.g., Psychometric Profiling tools, Action Learning Sets Facilitator, Feedback Facilitation).
- Evidence of specialist skills and demonstrable experience of assessing requirements, contracting, designing, facilitating and evaluating a range of learning programmes and team events.
- Developed experience working in a large, complex training environment with demonstrable evidence of success.

- Knowledge and experience of designing and delivering high impact OD, Leadership & Learning programmes and interventions.
- Highly proficient user of IT equipment and software applications pertaining to e-learning design.
- Knowledge and experience of working with accrediting bodies and Occupational Standards.
- Excellent presentation and interpersonal skills, including influencing and negotiation skills.
- Project management experience advantageous.
- Be able to work under pressure, balancing priorities and working to set timescales.
- Experience of working within an NHS environment desirable.

## Person Specification



Job Title: **Organisational Development, Leadership and Learning Advisor**

Directorate: **Workforce**

Level of Disclosure check required: **N/A**

Qualifications:	Essential	Desirable
Educated to SCQF level 9 or equivalent experience	X	
CIPD accreditation at Chartered level		X
Accredited in Psychometric Profiling Facilitation.		X

Experience:	Essential	Desirable
Experience delivering in a large, complex training environment with demonstrable evidence of success.	X	
Evidence of specialist skills and demonstrable experience of assessing requirements, contracting, designing, facilitating and evaluating a range of learning programmes and team events.		
Experience working in a large organisation with strong service orientation.	X	
Highly proficient user of IT equipment and software applications pertaining to e-learning design.	X	
Knowledge and experience of designing and delivering high impact OD, Leadership & Learning programmes and interventions.	X	
Excellent presentation and interpersonal skills, including influencing and negotiation skills.	X	
Ability to work under pressure and to tight deadlines.	X	
Project Management Experience		X
Proficient in Articulate Rise e-learning authoring tool.		X

Behavioural Competencies:	Essential	Desirable
Ability to build positive relationships, collaborate and work effectively with business areas, partners and stakeholders.	X	
Ability to work at pace whilst maintaining service excellence.	X	
High self-motivation and resilience in order to flex and prioritise competing demands.	X	

Other:	Essential	Desirable
N/A		

## Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

\*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you already have the appropriate right to work in the UK BEFORE submitting your application form.

For further information please contact the NHS 24 Recruitment team:

Email: [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

Please Note: If you experience difficulties with accessing or using Jobtrain, please contact: [nhsscotland@helpmeapply.co.uk](mailto:nhsscotland@helpmeapply.co.uk)



