

The factors below should only be included if they are essential to allow the main responsibility of the job to be completed effectively. Where a factor is not essential but desirable this should be clearly indicated. Essential criterion = required at point of recruitment. Desirable criterion = can be developed over time.

Factor	Essential	Desirable	Method of Assessment
<p><b>Qualifications :</b> (This should include any qualifications that are legally or professionally required in order to practice in a profession)</p>	<p>Business related degree or equivalent</p> <p>Experience in a commercial environment.</p> <p>Evidence of continuous professional development</p> <p>CIPD Qualified or equivalent through relevant experience</p>	<p>Organisational Development Qualification</p> <p>Health and Safety Qualification</p>	<p>Certificates and documentation</p>
<p><b>Knowledge and Skills:</b> (Level of knowledge and/or skills required to enable a person to carry out the job. It recognises that knowledge and skills can be acquired through practical work and learning on-the-job as well as by formal education or training)</p>	<p>Excellent interpersonal skills including a positive, engaging and outreach approach that consistently encourages positive outcomes for HHL colleagues.</p> <p>Ability to identify, strategic priorities in support of culture change, and have experience of successfully put in place plans that have achieved business objectives.</p>	<p>Advanced working knowledge of Microsoft Office suite and other software.</p> <p>Knowledge and understanding of social housing, and external business influences; including the role of Housing Associations/ Companies and their regulators.</p>	<p>Application form and Interview</p>

	<p>Knowledge and understanding of best practice thinking and application in Organisational Development.</p> <p>Proven analytical skills and ability to problem solve</p> <p>Proven ability to build and maintain strong working relationships at multiple levels.</p> <p>Leadership skills and ability to effectively delegate, motivate and encourage responsibility in others and be able to provide examples of a successful track record in the effective leadership of people and teams.</p> <p>Be able to demonstrate high standards of professional acumen and ability to develop policy and strategy which is credible and respected.</p> <p>A proactive and self motivated approach to work</p> <p>Able to demonstrate excellent written and oral communication skills at all levels (persuasive and</p>	<p>Sound knowledge of marketing techniques and approach.</p> <p>Commercial awareness and knowledge of how organisations in the private sector operate.</p>	
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	<p>influential) to effect maximum impact to internal and external stakeholders.</p> <p>Have a proven track record of presenting data in multiple ways which assist others in rapid understanding</p> <p>Ability to analyse and appraise the people impact in business transformation to provide credible options and solutions to support business transformation, development and growth.</p> <p>Ability to draft documents in Plain English and succinctly, capturing key points and ability to work to tight deadlines within conflicting priorities</p> <p>Be able to provide examples of Project management skills leading to successful outcomes.</p>		
<p><b>Experience:</b> (Where experience is considered as necessary the length of experience should not normally be stated as it will demonstrate quantity and not quality. However, for some technical and senior roles it may be necessary to state a minimum period of experience as an indication of exposure in the necessary field of work)</p>	<p>Practical experience of OD Strategy and policy development and implementation.</p> <p>Be able to provide examples of practical experience of service development, business partnering</p>	<p>A demonstrable ability to manage assigned budgets, deliver results and exceed objectives.</p> <p>Practical experience of data analysis and presentation within a similar environment</p>	<p>Application form and Interview</p>

	<p>approach and solutions based service provision.</p> <p>Extensive practical experience of delivering strategic OD and change initiatives leading to positive outcomes.</p> <p>Quality-orientated with commitment to strive for continuous improvement and develop a learning organisation.</p> <p>Track record of delivering customer focused support service that meets business requirements</p>		
<p><b>Judgment/ Decision Making:</b> (Skills needed to make decisions and their frequency. Includes degree of decision making required)</p>	<p>Ability to think strategically, but with ability to pay attention to operational detail and deliver</p> <p>Creative, can-do approach</p> <p>Able to prioritise and plan effectively</p> <p>Able to balance long term and short term objectives</p> <p>Able to organise resources to achieve goals</p> <p>Develop &amp; maintain systems and procedures</p>		<p>Application form and Interview</p>

<p><b>Customer Care/Interpersonal Skills:</b> (Degree of ability required in dealing with others both within and outside the Company as part of the job including extent of contacts and the nature of interpersonal skills required)</p>	<p>Ability to network and build effective working relationships to internal and external stakeholders.</p> <p>Excellent presentation skills.</p> <p>Be able to provide examples of positive conflict resolution</p>		<p>Application form and Interview</p>
<p><b>Service Development/Finding Solutions:</b> (Degree of ability required in making continuous improvements taking into account responsibility for devising and/or implementing new methods, procedures, programmes etc. Includes finding solutions to problems)</p>	<p>Self-motivated, demonstrating drive, enthusiasm and determination.</p> <p>Set stretching performance targets for self and others</p> <p>Comfortable with project work and cross team working</p> <p>Ability to work with others, to assist them articulate request for information and make the link to business need; to assess sourcing and deliverability.</p>		<p>Application form and Interview</p>

<p><b>Other Factors:</b> (e.g. Understanding of equality and diversity; ability to work outside normal hours etc.)</p>	<p>Commitment to Equal Opportunities and the provision of services for a diverse client base.</p> <p>Ability to work flexibly such as outside normal working hours.</p>		<p>Application form and interview</p>
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