

## Organizational Development Manager

### **Overview**

Reporting to the HR Senior Manager, the Organizational Development (OD) manager will lead the management, assessment and development of programs to address organizational development needs, professional development and continuous learning of all employees. The OD manager will work closely with heads of branches and supervisors across the organization to assist in the development, review and implementation of their unit plans. Further, the manager has responsibility to develop and implement a leading professional development program for staff, management and emerging leaders in the organization.

The position requires a strong knowledge of the human resources function and best practices as well as the laws that govern human resources in The Bahamas. Specifically, the OD manager will have a strong understanding of organizational development trends, technologies and practices.

The OD manager will establish an effective working relationship with the HR Senior Manager and other key internal stakeholders, as necessary.

### **Overall Responsibilities**

#### **HR Administration**

- Reviews human resources policies relating to talent management and organizational development
- Provides necessary information for HR database records
- Updates and maintains employee training and performance management records
- Works with HR Senior Manager on various research projects and/or special projects

#### **Workforce Management**

- Supports the development of a workforce plan, identifying skills and competencies, developing plans and ensuring sufficient staff with appropriate skills
- Supports the recruitment process for rigorous candidate acquisition and assessment, particularly new hire orientation and onboarding

#### **Organizational Development**

- Develops the overall strategy and implementation of a talent management program, including training and development, career development, succession planning, leadership development and mentoring programs
- Supports the performance review and performance management process, including conducting research on best practices and developing tools and instruments
- Develops strategies to evaluate achievement of goals for organizational development
- Assists with the coaching of supervisors and managers regarding OD methods and tools

- Collaborates with the HR Senior Manager and Deputy Director, HR and Facilities to develop mentorship and development opportunities for management and emerging leaders

### **Competencies**

#### **Operational and Resource Management**

- Manages day-to-day activities of the organizational development unit
- Establishes long and short-term strategies, goals and objectives for organizational development activities in alignment with the HR and Facilities Branch
- Leads process improvement initiatives. Provides a senior level of counsel and advice in the interpretation and application of principles and protocols.
- Applies a thorough knowledge of pertinent NHIA policies and procedures and regulatory practices to effectively deliver required services
- Researches best practices assessing relevancy and internal application
- Participates in process improvements and program development projects, providing design input and interpretive guidance
- Maintains knowledge of industry trends and best practices and adopts these into organizational development programs, policies and procedures where relevant
- Provides input to the branch operating budget, ensuring the implementation of organizational development activities are accounted for

#### **System Transformation and Quality Assurance**

- Resolves diverse staff and operational issues that impact organizational development, in line with goals of the HR and Facilities Branch
- Exercises judgment on the more sensitive and broadly impacting decisions within organizational development area
- Authorizes expenditures within budget allocated to functional area
- Provides recommendations to others on potential solutions and approaches
- Routinely exercise judgment on well-defined decisions that fall within standardized procedures
- Refers matters that fall outside existing practice standards, procedures and policies to senior team members
- Identifies and implements initiatives to improve efficiency and effectiveness
- Oversees quality assurance of work performed within the organizational development area
- Identifies opportunities for cross-organizational opportunities
- Identifies and evaluates industry trends and emerging technologies in organizational development to support NHIA's vision, strategic initiatives and business strategies, providing recommendations on changes to established practices and processes.

### People and Leadership

- Coaches and mentors other staff across the organization, providing guidance and feedback and development opportunities
- Formulates action plans for the professional development of staff
- Authorizes actions for the acquisition, disciplining and termination of direct reports
- Provides input on the performance or quality of work performed by junior team/project members in the Branch.

### Partnerships and Stakeholder Management

- Builds relationships with peers and others across the organization to create opportunities for integration
- Consults with managers areas across the organization to drive program strategies and implementation
- Manages collaborative relationships with internal stakeholders and co-workers to clarify requests, exchange information and initiate follow-up on delivery of results
- Networks with others to build relationships and stay updated on best practices

#### **Minimum Education and Experience**

- Minimum bachelor (undergraduate) degree, or diploma/certificate in organizational development
- Post-graduate degree or additional certification, preferred
- Minimum of 5 years' experience in organizational development

#### **Personal characteristics**

- Collaborative
- Demonstrates high integrity and ethical behavior
- Is respectful and supports diversity
- Is results- and action-oriented
- Has strong interpersonal skills
- Is a strong and effective communicator
- Demonstrates computer literacy
- Acts as a role model for values and code of conduct in the organization