

Position Description

Organisational Development and Design Lead



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The People & Culture (P&C) Team has a key role in ensuring that The Co-operative Bank (“the Bank”) has the organisation culture, employee engagement, workforce performance and capability to have the right people, in the right place at the right time.

Purpose of this position

This role is responsible for leading critical organisational development initiatives for the Co-operative Bank with a strong emphasis on embedding our Engagement and Culture programmes. It will also provide expertise on the design and implementation of role and structure changes as part of broader strategic operational model transformation.

This is a 12 month fixed term position to cover parental leave.

Position reports to: Chief People & Culture Officer

Challenges and opportunities of this role

- Working collaboratively with the P&C team and wider business to deliver programmes alongside being a subject matter expert that is confident to work autonomously.

- Working with stakeholders to take ownership with the parts that they have to play across Engagement and Culture, ensuring that the approaches are fit for purpose, digestible and expertly woven into what we do to ensure we can deliver to our strategic priorities.
- Working in a budget constrained environment and therefore needing to identify creative solutions when developing programme needs and delivering options and solutions, leveraging internal capability across our leaders and wider P&C team.
- Being an effective communicator and influencer with the Senior Leadership Team (SLT) and other key stakeholders, valued for strong OD thought leadership.

How you will contribute:

What you'll do	Success will mean
Engagement	
<ul style="list-style-type: none"> • Lead the regular engagement survey including collating insights. • Present insights to senior leaders to develop and define the right actions for our people. • Supporting leaders to drive engagement actions. • Effective monitoring of action items and engagement results. 	<ul style="list-style-type: none"> • Effective communications of survey process and outcomes, linking to other initiatives as required. • Key actions are identified and scoped. • Senior leaders are engaged and empowered to drive actions
Culture Roadmap	
<ul style="list-style-type: none"> • Work with external consulting partner to lead the implementation of the Bank's culture roadmap including the design and delivery of capability building, performance and communications initiatives. • Design and deliver recognition programmes. • Design and delivery of 6 monthly Leaders' Days. 	<ul style="list-style-type: none"> • High levels of engagement with the Senior Leadership Team on the Culture Roadmap and initiatives • Effective partnership with external consulting partner, internal champions and other stakeholders • Culture initiatives well integrated with other business processes and practices.
Organisational Design & Change Management	
<ul style="list-style-type: none"> • Provide advice and expertise on the design of roles and teams for as part of change processes and future operating model strategy. • Support People Operations team and Business Leaders with consultation and change processes. • Oversee the people change elements of transformation programmes e.g. ways of working, team building etc. 	<ul style="list-style-type: none"> • Strong engagement with leaders on people change processes from early design through to implementation. • Design of fit for purpose roles and teams balancing strategic alignment with cost discipline. • Changes are implemented and embedded to ensure effective benefit realisation, culture and team effectiveness.
Organisational Development	

What you'll do	Success will mean
Design and implement other organisational development initiatives as required across leadership development, talent management and D&I portfolios.	<ul style="list-style-type: none"> Organisational Development initiatives are aligned with Bank strategic priorities. Initiatives are pragmatic, cost effective and well executed with strong change management and communications.
Healthy and safe work environments	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> Having healthy and safe ways of working. All workers feel empowered to and aware of opportunities to participate in health and safety activities. Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

- Decisions and/or financial accountabilities:**
 - Recommendations for Capability/OD expenditure decisions to the Chief People and Culture Officer.
- Actions and decisions that are recommended to a higher level of management for approval:**
 - Expenditure decisions outside of delegated authorities.

Qualifications and experience

- A tertiary degree, with 5+ years' work experience in a similar Organisational Development role with Change Management and Organisational Design experience.
- Demonstrated experience leading organisational change and involvement in transformation programmes
- Proven ability to influence and advise senior leaders, including SLT
- Experience designing operating models, role structures and workforce strategies
- Track record of delivering OD programmes end-to-end with measurable impact
- Experience working with and managing external partners or consultants

Skills and attributes

Technical Skills

- Organisational development, organisational design and change management technical skills
- Understanding of NZ employment law
- Strong verbal, numerical, literacy skills
- Ability to plan, multi-task and prioritise work
- Facilitation skills
- Ability to analyse engagement and people data and translate into actionable insights

Personality Attributes

- Strong collaborator - ability to work effectively with other people and across teams.
- Effective influencing skills - ability to build rapport, understand needs and recommend suitable solutions.
- Communication skills - including verbal and written communication, listening skills, ability to clearly articulate thoughts, tailor communication for audience.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.