

BUSINESS TITLE: Organizational Development and Learning Consultant, Human Resources

2 available openings, one year term.

JOB SUMMARY

The Organizational Development and Learning Consultant works in conjunction with members of the University community to orchestrate cultural change and organizational learning initiatives. In partnership with other members of the Workplace Learning and Engagement (WLE) team of internal consultants/coaches, identifies learning needs, development plans, and change management initiatives in alignment with the University's strategic direction and unit level strategic and business plans.

Implements organizational development and learning initiatives, both formal and informal; influences and supports change at individual and organizational levels with respect to capacity, readiness, resilience, engagement, analysis and evaluation of initiatives; provides consultation and support in change management, organization effectiveness and performance improvement issues; manages the development, training and roll-out of performance management, succession planning, and recognition programs; provides consultation in communications initiatives.

ORGANIZATIONAL STATUS

As an internal consultant, works as a member of the Workplace Learning & Development Team. Works collaboratively with other HR professionals when working with the UBC community on workplace initiatives. Works independently on assigned projects. Reports to the Director, Workplace Learning & Engagement in Human Resources. Develops strategic partnerships and coordinates initiatives across the University for the purpose of aligning interests and developing synergies.

WORK PERFORMED

1. Develops strategic partnerships with the Executive Team, HR specialists, and other internal clients to support and intervene on change management and organizational design initiatives that foster organization learning and address UBC's strategic goals and needs.
2. In consultation and collaboration with stakeholder teams provides coaching/advice to clients to build leadership capacity, strengthen change initiatives, and foster quality improvement. Identifies factors that could impact successful implementation of change efforts. Conducts organizational reviews of teams as requested, providing recommendations and assisting teams in the implementation of changes in consultation with appropriate HR Manager/Advisor.
3. Designs, implements and facilitates leadership development workshops and studios as part of the various leadership programs (i.e. Managing@UBC, ALDP and CLP), in consultation with co-lead facilitator and the Program Manager.
4. In consultation with managers, directors and HR specialists, provides strategies, identifies new work processes, designs new structures, and realigns practices to meet strategic goals and objectives of the unit. Assists groups to assess root causes and identify performance growth/needs implementing and/or supporting implementation of appropriate initiatives, including facilitation, program design, materials development and performance analysis as required.
5. Conducts assessments, prepares reports and analyses, makes recommendations for change, initiates and evaluates learning opportunities. Develops methods to determine the value/effectiveness of programs. Designs and facilitates learning and planning sessions for departments across the Vancouver campus.
6. Develops methods to identify areas of performance growth and provides support to implement performance changes, e.g. identification of learning needs, course content design centered on learner's needs, learning delivery methods, learning evaluation, instructional design support to internal trainers, within the context of current HR learning philosophy and initiatives.
7. Works with managers to develop their coaching and analytical skills so they can contribute to the development of their staff. Acts as a process consultant or facilitator as appropriate in the support of affecting cultural change.

8. Remains up to date regarding knowledge and standards of professional practice with respect to transformative learning including instructional design and delivery, transformational change principles and practices, quality improvement, multi-media instructional technology, performance development, succession planning, and recognition in order to identify areas for growth and change practice to assist client learning. Identifies and accesses tools for independent development/learning.
9. Identifies the need for, and the sourcing, evaluating and making recommendations about third-party learning and development programs. Manages third-party contracts and evaluates initiatives delivered by contractors.
10. Takes leadership for a variety of specialized projects, anticipating and researching new trends and process consulting.
11. Performs other duties as required.

CONSEQUENCE OF ERROR

This position works in conjunction with leaders, faculty and staff across the Vancouver campus in the effective planning, development, implementation and maintenance of workplace learning and engagement projects, programs and initiatives. Utilizes a variety of research methods, data collection and analysis strategies as well as advanced software (spreadsheet and database) applications to support the initiatives undertaken. Failure to perform the above effectively would cause significant loss of support for and credibility from program participants, managers and senior administration and would result in lost opportunity costs with respect to change readiness. Error in judgement in determining kinds of resources and techniques needed could result in high costs to the unit, would affect the quality and success of the projects, and credibility of programs that have both strategic and operational impact.

SUPERVISION RECEIVED

Works under general direction and broad concepts and exercises independent judgment and initiative in addressing complex issues. Work is performed independently and collaboratively with other team members. Emphasis is given to communication and team work towards common goals. Keeps the Director, Workplace Learning & Engagement and other team members informed of actions through reports and discussions. Unusual items requiring policy decisions are brought to the Director's attention.

SUPERVISION GIVEN

No immediate reports. May oversee the work of third party vendors and manage student employees. Leads project teams as required.

QUALIFICATIONS

Undergraduate degree in a relevant discipline. University degree in Education, Organization Development, Business Administration, Psychology or other relevant behavioral science with emphasis on organizational development and human resources management is preferred. Coaching certification accredited by the International Coaching Federation (ICF) or International Association of Coaching (IAC) preferred. Minimum of five to seven years of related experience or the equivalent combination of education and experience. Experience with demonstrated skill and knowledge of current organizational development approaches with strong emphasis on transformative learning and change is preferred. Previous experience successfully designing and implementing leadership development programs, frameworks and strategies in complex environments. Experience working in and designing blended learning offerings. Working knowledge of standards of professional practice with respect to transformative learning, change, quality improvement, multi-media instructional technology, performance development, succession planning, workplace recognition, and organizational learning theory. Ability to frame and design dialogic OD processes (e.g. open space, appreciative inquiry, world café) and support new insights and action. Effective problem-solving and conflict engagement skills to advance a healthy working environment. Experience in managing projects, meeting deadlines and resolving unexpected and/or ambiguous situations or issues. Ability to communicate and interact with understanding and respect across diverse cultures. Ability to negotiate and influence within a collaborative framework. Ability to strengthen new ideas and possibilities beyond a single learning event or activity and extend them into the broader organization. Ability to anticipate future trends/consequences and create innovative strategies

and flexible plans. Ability to analyze and resolve problems quickly, efficiently, and collaboratively. Ability to work in a team-based environment and to build and sustain high-quality relationships. Demonstrated commitment to life-long learning, shared leadership and continuous improvement. Effective oral and written presentation and interpersonal communication skills.