Organisation Development Business Partner (Digital Learning and Development) (ID: 23001307)

The University

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other. We believe that inspiring our people to do outstanding things at Durham enables Durham people to do outstanding things professionally and personally.
Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally. We would be thrilled if you would consider joining our thriving University. Further information about the University can be found [here](#)

The Role and Department

People are the most important asset of Durham University and our HR Department is pivotal in ensuring that we attract, recruit, develop, reward and retain the very best talent from across the world into our University community. Building on our bold and ambitious University Strategy, a key role of HR is to secure the University's strategic aim, 'to be a world leading employer' by ensuring that our staff can reach their full potential. The HR Department plays a lead role in creating a working environment for our staff (and potential staff) which is supportive, stimulating and informative which provides for creative and innovative employment practices and opportunities. Our aim is to make sure that Durham University is a great place to work.

Further information about the role and the responsibilities is at the bottom of this job description.

Working at Durham

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

•   30 Days annual leave per year in addition to 8 public holidays and 4 customary days per year – a total of 42 days per year.
•   The University closes between Christmas and New Year.
•   We offer a generous pension scheme, As a new member of staff you will be automatically enrolled into the University Superannuation Scheme (USS).
•   No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
•   There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
•   Lots of support for health and wellbeing including discounted membership for our state of the art sport and gym facilities and access to a 24-7 Employee Assistance

Programme.
• On site nursery is available and access to holiday camps for children aged 5-16 throughout the year.
• Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
• The opportunity to take part in staff volunteering activities to make a difference in the local community
• Discounts are available via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
• A salary sacrifice scheme is also available to help you take advantage of tax savings on benefits.
• If you are moving to Durham, we can help with removal costs and we have a dedicated team who can help you with the practicalities such as house hunting and schools. If you need a visa, we cover most visa costs and offer an interest free loan scheme to pay for dependant visas.

Durham University is committed to equality, diversity and inclusion

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work. As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.

What you need to demonstrate when you apply/Person Specification

When you apply it is important that you let us know what skills/experience you have from a similar role and/or what skills/experience you have which would make you right for this role. Further information about the role and responsibilities is at the end of this job description. Where a criteria has an asterisk* next to it, it may be given additional weighting when your application is considered.

Your application should cover the following criteria:

Essential Criteria

Qualifications/Experience

1. Educated to degree level (or equivalent experience).
2. Professional practitioner with knowledge and expertise in the delivery and development of learning and digital skills development initiatives within a complex organisation.
3. Experience of implementing policies and procedures and supporting change and service improvements.
4. Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
5. Experience of participating in internal or external networks to share and discuss good practice, develop strong and productive working relationships and positively influence the University's reputation.

Skills/Abilities/Knowledge
6. Excellent spoken and written communication skills including the ability to develop effective working relationships, both internally and externally.
7. Strong digital competence across a range digital devices and apps including internet, email, digital communication tools, Microsoft 365 applications, learning management system, e-learning authoring tools, digital booking systems, project planning, financial systems, recruitment tools.
8. Knowledge of eLearning design and management of systems.
9. Committed to continuing professional development to maintain professional recognition.
10. Knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
11. Ability to solve problems and decide on and plan appropriate solutions.

Desirable Criteria

1. A comprehensive working knowledge of Oracle based tools.

How to Apply

To progress to the assessment stage, candidates must evidence each of the essential criteria required for the role in the person specification above. It will be at the discretion of the recruiting panel as to whether they will also consider any desirable criteria, but we would urge candidates to provide evidence for all criteria. Please don't forget to check if there is any weighted criteria (see above).

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

Submitting your application

We prefer to receive applications online.   We will update you about your application at various points throughout the selection process, via automated emails from our e-

recruitment system. Please check your spam/junk folder periodically to make sure you have not missed any of our updates.

What you need to submit

• A CV: and
• A supporting statement or covering letter which outlines how you meet all of the criteria within the Person Specification.

Contact details

For a chat about the role or any further information please contact
sophie.sowerby@durham.ac.uk

Typical Role Requirements

Service Delivery/Development
• Show a commitment to equality, diversity and inclusion and the University's values.
• Review and look for ways to improve systems and procedures that are relevant to your area of work in line with the University's frameworks and regulations.
• Provide specialist advice and guidance relating to your professional area of expertise eg digital capability and Oracle Learning, in line with the University's policies, regulations and values.
• Manage the delivery of a digital capability framework for Professional Service staff across the University.
• Provide the best possible service by continually reviewing what is required from Organisation Development senior managers and others who you work with and contribute to ideas and service improvements.
• Provide specialist knowledge and support when interpreting and analysing complex data and information sources and report to senior management.
• Look for ways to improve digital skills development for Professional Service staff across the Institution and work with other stakeholders who focus on Academic digital skills development.
• Identify any learning needs that should be met by Organisation Development and design activities and arrange any training with particular emphasis on digital skills development and Oracle Learning.

Planning and Organisation
• Contribute to operational leadership teams to influence the type and level of services that are provided by Organisation Development.
• Contribute to progressing the strategic and operational priorities of Organisation Development.
• Seek feedback from key stakeholders so that the service is being adapted to meet customer expectations and to plan future requirements.
• Analyse data on the level of service being provided by Organisation Development to recommend areas for future improvement.

- Meet the development needs of your stakeholders, providing training when required.
- Manage budgets and expenditure including buying (and returning) goods and services.

Communication/Liaison
- Provide advice and share guidance with your stakeholders to ensure that the University's policies, procedures and regulations are complied with.
- Use your operational expertise to lead and participate in business meetings, working groups and sub-committees and report where appropriate to senior committees.
- Coordinate and organise committees and other business meetings and deal with any related complaints.
- Update policies and procedures in response to any internal or external changes.
- Use your expertise to provide training or guidance to other stakeholders with particular emphasis on digital skills development and Oracle Learning.
- Create positive working relationships, including internal and external networks, using your networks to increase your knowledge and skills and swap information with peers.
- Any other reasonable duties.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant University Privacy Statement [Privacy Notices - Durham University](#) which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.