



## Job Description

<b>Job Title:</b>	Head of Organisational Design, Change & Transformation
<b>Directorate/Team:</b>	Chief Executive / People & Culture / Organisational Design Change & Transformation
<b>Location:</b>	16 Summer Lane or other site/location
<b>Responsible to:</b>	Chief People & Culture Officer
<b>Responsible for:</b>	People and Culture Transformation Lead, OD and Change Manager OD, Learning and Inclusion Manager
<b>Key working relationships:</b> (internal)	Executive Board, Senior Leaders, People and Culture SLT, Finance, Legal, Comms, Trade Unions, employee networks
<b>Key working relationships:</b> (external)	Development providers, inclusion consultants, partner organisations, professional bodies, regional networks, Local Authorities

## Purpose of the Post

Responsible for WMCA's Organisational Effectiveness agenda – specifically leading functions such as organisation transformation, development, design, learning, inclusion, and change. The postholder ensures the authority has the corporate design, structures, leadership, and inclusive culture needed to deliver long-term priorities. Operating at Head of level, the role provides strategic direction, corporate responsibility, and visible leadership across WMCA's transformation and change agendas.

## Accountabilities

- Provide strategic vision and leadership across their respective functions. Align strategy and delivery to WMCA's strategic objectives and public purpose.
- Share collective responsibility for corporate governance, organisational performance, financial stewardship and regulatory compliance.
- Contribute to the integrity, risk management and assurance of WMCA as a public body.
- Hold deputised delegated authority for the Chief People & Culture Officer for strategic change, transformation, organisation development and all other people, and financial matters within the Directorate as one of the most Senior Technical subject matter expert in Organisation Design, Development, Change and Transformation in the WMCA.
- Act as a senior decision-maker at internal governance forums, programme boards and corporate planning structures.
- Lead major cross-cutting programmes that shape WMCA's transformational change with authority, and strategic alignment.
- Represent WMCA at the highest levels with public sector partners, regulators, national networks, and government stakeholders. Build strategic alliances that strengthen WMCA's reputation, and influence.
- Lead senior professionals in order to build a high-performing organisation, and values-driven culture.
- Champion inclusion and leadership effectiveness across all levels of the organisation.
- Act as senior adviser to the Chief People & Culture Officer and Executive Board on matters of organisation development, change and transformation and organisational effectiveness.

- Designated 'budget holder' with overall accountability for a revenue and/or capital budget or a group of budgets.

## Responsibilities

### Strategic

- Lead the development, delivery and translation of the WMCAs People and Culture Strategy ensuring its effectiveness and measurable implementation.
- Chair of Strategic Boards on behalf of People and Culture Services, providing leadership and governance oversight.
- Shape and lead system-wide organisation development and design initiatives guided by ethical and inclusive principles.
- Drive the strategic development and delivery of the Employee Engagement plan and EDI Strategy.
- Lead the development and delivery of the WMCA's workforce transformation, organisation design, culture, and leadership development strategies, ensuring alignment with corporate plans and transformation roadmaps.
- Lead and influence organisational design and people capability across all directorates, creating operating models and structures that serve WMCA's long-term priorities.
- Align organisational change and the People & Culture strategy with WMCA's digital transformation agenda, ensuring effective integration of new technologies with structures and capabilities.
- Leverage data, analytics, and behavioural insight to diagnose and evolve WMCA's culture, employee engagement, and inclusion practices, using evidence to drive decisions and innovation.
- Provide strategic leadership for inclusive leadership and behavioural frameworks, driving cohesion between corporate values and employee experience.
- Work flexibly and with integrity to meet the needs of the WMCA and the People and Culture Directorate.

### People

- Lead, develop and performance-manage reporting lines to ensuring a high quality of service and inspire professional excellence.
- Matrix manage and support the Workforce Development and Professions team through collaboration and clear delivery measures.
- Create alignment and shared purpose across the People & Culture Service to deliver transformation.
- Model and champion inclusive leadership across the directorate, fostering an organisational culture of respect, engagement, and innovation.
- Sponsor staff networks, learning forums, and cross-organisational development initiatives to support employees and professional growth. Champion strategic leadership and manager development programmes to strengthen capability across all levels.
- Lead the strategic direction for employee engagement, ensuring insight-driven, organisation-wide approaches that foster a high-performance organisation and values driven culture, strengthen employee voice, and align engagement activity with corporate priorities and values.
- Build organisational change capability across WMCA, enabling employees and leaders to adapt confidently and competently.
- Represent WMCA in a professional manner at all times.

### Operational

- Oversee the delivery of Organisation Development, change programmes, team effectiveness and leadership development frameworks.
- Lead the design and implementation of values-driven culture, engagement, inclusion and wellbeing strategies.
- Lead the reporting teams in setting and monitoring objectives to align with the organisations strategic objectives.
- Commission, quality assure and evaluate external partners and delivery contracts to ensure impact, quality and value.

<ul style="list-style-type: none"> <li>Produce robust evaluation reports that articulate return on investment, impact, and alignment with strategic intent. Embed continuous improvement and innovation in service delivery, ensuring agility and responsiveness to organisational needs.</li> <li>Ensure organisational readiness for change by embedding adaptive practices, capability-building, and stakeholder engagement.</li> </ul>
<b>Financial</b>
<ul style="list-style-type: none"> <li>Lead and manage strategic budgets for reporting teams, ensuring transparent financial stewardship and alignment with organisational priorities.</li> <li>Ensure value-for-money, commercial accountability and measurable return on investment across programmes and activities.</li> <li>Support the financial appraisal and costing of structural change, service redesign and business cases for Executive level approval.</li> <li>Deliver against agreed budget plans and lead corrective action as required, maintaining budgetary control and alignment with governance protocols.</li> <li>Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.</li> </ul>
<b>Other</b>
<ul style="list-style-type: none"> <li>Ensure continuing personal and professional development, taking ownership of an accountability for maintaining expert, up to date legislative knowledge in all relevant fields.</li> <li>Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.</li> </ul>

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced ?		
Experience	E	D	A	I	T
Significant head of -level/Assistant Director or Director level leadership in organisational development, change or people transformation	X		X	X	
Proven experience of leading cross-functional and organisation-wide change and transformation programmes	X		X	X	
Proven experience developing strategies, policies and processes that support organisational analysis and development	X		X	X	
Track record of achievement as a leader with demonstrated significant successes through building relationships and influencing Boards, Executives, and external stakeholders	X		X	X	
Experience working in a politically aware and unionised public service environment	X		X	X	
Skills / Knowledge	E	D	A	I	T
In depth knowledge of Organisational Design, change and transformation practices In line with people policies and legislative guidance.	X			X	
Ability to lead others through change, building commitment and managing complexity and uncertainty, with clarity, integrity, and strategic purpose	X			X	
Ability to develop successful relationships with external stakeholders and work with individuals and groups from a range of backgrounds, acting as a corporate leader, not just a functional expert.	X			X	
Ability to build a modern, inclusive, and forward-thinking organisational culture	X			X	
Ability to deliver public value and transformation through evidence-led action	X		X	X	

Highly developed verbal and written communication and interpersonal skills with the ability to synthesise and articulate highly complex information and build rapport with a diverse audience	X		X	X	
Working knowledge of OD theory and practice and proven experience in its application to bring about positive culture change.	X		X		
Highly developed partnering skills to enable the capability of others through coaching and mentoring.	X			X	
Expertise in OD, organisational design, leadership development and inclusive culture	X		X	X	
Strategic thinker with excellent judgement, analysis, and systems perspective	X		X	X	
A confident, credible and values-led leader with strong influencing, coaching and communication skills	X		X	X	
Confident navigating complexity, ambiguity and high-stakes decisions	X		X	X	
<b>Qualification / Education / Training</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Fellow CIPD Level 7 or equivalent senior qualification in OD, HR or Change – or demonstrable equivalent experience	X		X		
Coaching, psychometric or development certifications		X	X		
Evidence of continued professional development in leadership and transformation	X		X		

**Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.

Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference

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