

Head of Talent Development and Inclusivity

Human Resources



Salary: Competitive

Location: Nelson

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment.

It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the water industry is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

What you will do

Our customers are firmly at the heart of everything our business does. You will play a pivotal role in ensuring that our customer service training and development interventions enable employees to interact effectively with our diverse customer base and with appropriate consideration for their particular needs.

As a Learning & Development leader with experience working in a complex organisation, you will provide best practice yet cost efficient development interventions to ensure that all employees are competent to fulfil their roles and meet business requirements. Your successful implementation and continuous development of the Welsh Water Training Academy will ensure employee skills meet both current and future needs.

Using your extensive knowledge of best practice and contemporary approaches to L&D interventions, you will create a talent pipeline by developing a learning and development plan that facilitates succession and mitigates key person dependency risks.

Seizing every opportunity to positively contribute to the development of an inclusive culture where everyone can be themselves at work, you will promote and champion employee engagement at all levels across the business.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- ◆ Generous Pension Plan
- ◆ 28 days annual leave plus public holidays
- ◆ Annual Bonus Scheme
- ◆ Childcare Voucher Scheme
- ◆ Private medical health insurance
- ◆ Salary sacrifice car lease scheme
- ◆ Annual £5,000 car cash allowance

Interested?

Please send your current CV to mera.mann@humanresourcing.co.uk

Closing date: **Midday on Tuesday 30 May 2017**

Head of Talent Development and Inclusivity

Reports to: Director of Human Resources

Contract: Permanent

Working hours: Full time

What you'll be responsible for

1. Effectively resourcing, managing, developing and supporting the Talent Development team to deliver excellent customer focused Learning & Development and Resource services to all business units.
2. Analysing the Business Plan and working with leadership and senior management teams to create a robust succession planning process, building a talent pipeline that anticipates and meets future resourcing requirements.
3. Working closely with the Head of Employee Services and Head of Organisation Effectiveness to create a robust Resource Plan to ensure competent employees are in the right place at the right time to meet business demands.
4. Developing existing graduate and apprentice programmes to supply new entrants to the talent pipeline and build succession depth.
5. Designing and implementing a Welsh Water Training Academy that continually develops employee skills to meet current and long term business needs.
6. Identifying, accessing and monitoring appropriate funding opportunities to support and develop internal programmes and employee learning and education and to mitigate of the impact of the apprenticeship levy.
7. Working with HR management team peers to design and implement a user friendly performance management process to promote high performance and customer focus throughout the business.
8. Creating a Learning & Development plan that ensures all learning & development solutions facilitate delivery of the Business Plan and considers longer term requirements.
9. Determining and sourcing contemporary and creative cost effective learning and development interventions to meet all identified learning and development needs utilising e-learning and digital media solutions where appropriate.
10. Developing a user friendly competency framework for the business with defined "paths to competency" for all roles.
11. Ensuring that appropriate development plans are created to minimise the time from induction to competency for all employees appointed to new roles.
12. Developing career path transparency to encourage employees to reach their full potential and ambition.
13. Working with the Director of HR to define requirements and source leadership development programmes for Executives and business leaders and aspiring leaders.

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14. Promoting a coaching culture when designing and implementing programmes to develop existing business leaders and aspiring leaders.
15. Project managing the annual Engagement survey and track and promote delivery of both company wide and local action plans.
16. Leading the engagement champion approach by providing a Lead Engagement Champion to galvanise action planning and provide support to c100 engagement champions. Publicising and celebrating action plan successes across the business, using various communication mechanisms.
17. Benchmarking best practice and utilising latest research to create and implement a contemporary inclusivity strategy.
18. Seizing every opportunity to promote an inclusive culture within Welsh Water, e.g. when designing new development programmes, in employee engagement activities, when refreshing behavioural competencies and developing interventions to reinforce the Code of Conduct.
19. Acting as the business lead with partner organisations such as Chwarae Teg, Stonewall and WISE.
20. Defining and managing the annual learning and development budgets, ensuring return on investment in employee development.
21. Ensuring relationships with local schools, colleges, universities and businesses are developed and maintained to help support future business requirements, e.g. innovation and data science capability, STEM skills development.
22. Benchmarking good practice with talent management peers within the utilities sector.
23. Working closely with HR Management team peers to ensure a seamless internal customer service for all managers.
24. Managing any ad hoc operational HR projects as they arise.

Who you'll work with

Internally

- All levels of management within DCWW
- All employees within DCWW
- Temporary workers engaged at DCWW

Externally

- HR / Talent representatives from Alliance partner organisations
- Recruitment agencies / consultants
- Recognised Trade Unions – GMB, UNISON and UNITE
- Energy & Utility Skills
- External Stakeholders, e.g. Welsh Assembly Government, Investors in People
- Partner organisations, e.g. Chwarae Teg, Stonewall, WISE
- Funding bodies

About you

Knowledge, Skills and Experience	Essential	Desirable
Extensive experience working as a Learning & Development leader within a complex organisation		💧
FCIPD or MCIPD qualified and educated to degree level or equivalent	💧	
Extensive knowledge of best practice and contemporary approaches to L&D interventions	💧	
Excellent influencing and negotiation skills with previous experience of supporting and challenging management at a senior level	💧	
Proven experience of managing organisational L&D programmes from design to implementation and evaluation to demonstrate return on investment	💧	
Experience of promoting a coaching approach to people management	💧	
Experience of and commitment to promoting an inclusive culture	💧	
Excellent interpersonal, communication and presentation skills and proven L&D facilitator	💧	
Experience of working in a high-pressure environment and working to tight deadlines	💧	
Excellent project management and organisational skills	💧	
Experience of managing a team to deliver optimum performance	💧	
Experience of budget management and knowledge of funding channels available to DCWW to support development programmes	💧	
Minimum intermediate skills in Microsoft Outlook, Word, Excel and PowerPoint. Previous experience of creating and utilising databases to effectively store and interrogate training records	💧	
Experience of effective utilisation of SAP HR		💧
Ability to travel as job requires	💧	

Dŵr Cymru Welsh Water is an Equal Opportunities Employer.