



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Organizational Development Specialist

DEPARTMENT: Organizational Development & Employee Experience

DIVISION/FACULTY: Human Resources

DATE CREATED: December 2019

DATE REVISED: August 2024

ORGANIZATIONAL STRUCTURE

This role reports to the Manager, Organizational Development and Employee Experience.

PRIMARY FUNCTION

The Organizational Development Specialist is responsible for designing, developing, delivering and evaluating organizational development programs assigned by their supervisor. Areas of responsibility include: employee experience and engagement, training and development, change management, leadership development, talent management, succession planning, professional development, and team effectiveness initiatives. This position provides consultation and support for organizational change and effectiveness to University key parties.

KEY RESPONSIBILITIES

1. In consultation with their supervisor, HR Business Partners, and internal/external key parties, provides advice and recommendations on organizational development, change management, team culture, and team effectiveness initiatives.
2. Conducts comprehensive learning needs assessments to identify gaps and translates findings into clear learning objectives. Sources, designs, develops, delivers, and evaluates training and development programs, ensuring alignment with organizational goals and needs. Creates communication materials and project plans to support program implementation.
3. Assesses group and interpersonal dynamics to develop strategies that build team effectiveness and/or support leaders in facilitating these strategies.



4. Facilitates workshops, coaches individuals, and trains teams as needed to support organizational and learning initiatives, ensuring engagement and effectiveness across various levels of the organization.
5. Monitors and evaluates training programs for compliance with legislative, collective agreement, policy, and best practice standards. Conducts thorough evaluations and adjusts programs as necessary to optimize effectiveness and impact.
6. Advises on and applies change management best practices to facilitate smooth transitions and organizational improvements, ensuring alignment with strategic objectives.
7. Supports and drives employee engagement initiatives across the University, collaborating with various departments to develop and implement strategies that enhance workplace culture, foster employee satisfaction, and promote a positive and inclusive environment.
8. Identifies opportunities to enhance the employee experience throughout the employee lifecycle, focusing on increasing engagement and satisfaction. Analyzes feedback and data to recommend improvements and innovative solutions that drive employee engagement and organizational effectiveness.
9. Supports, monitors, and evaluates the effectiveness of OD initiatives and programs. Collect and analyze feedback to measure impact and identify areas for continued improvement.
10. Develops content of organizational development pages on the employee intranet and external website in compliance with organizational standards and in support of organizational strategies.
11. Conducts comprehensive data collection and analysis through surveys, focus groups and interviews. Utilizes gathered information to develop data-informed solutions, make recommendations, and address business challenges.
12. Researches and evaluates new policies, programs, technologies, processes, and best practices relevant to organizational development initiatives. Makes recommendations for implementation based on findings and organizational needs.
13. May supervise and/or lead student employees.
14. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
15. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.



16. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.
17. Additional responsibilities and projects as assigned based on departmental needs and goals.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- Undergraduate degree in human resources, organizational development or psychology. A Master's degree is preferred;
- Five years' experience in an Organizational Development related capacity;
- Three years' people leadership experience, or an equivalent combination of education and experience;
- Public sector and/or post-secondary work experience is preferred;
- Change Management certification is preferred;
- Training or education related to adult learning is preferred;
- True Colors or similar certification is preferred;
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- Extensive experience utilizing project management principles, practices, and methodologies.
- Practical experience successfully leading, creating and implementing sustainable organizational development initiatives using change management principles, practices and methodologies.
- Excellent communication, presentation and networking abilities.
- Experience conducting needs assessments, developing training, communications & engagement strategies, and designing customized learning solutions.
- Effective facilitation skills including the ability to motivate and influence senior leaders and employees when needed.
- Ability to build effective work relationships with internal and external parties and work in a collaborative manner within a complex organization.
- Understanding of leadership models and competency frameworks.
- Solid organizational skills including keen attention to detail and a proven ability to juggle and reprioritize based on organizational demands and priorities.
- Ability to analyze information and put forward well-written recommendations to senior leaders.
- Ability to lead people and build a high-performing team.
- Demonstrated ability to deal with sensitive situations that call for the use of diplomacy and professionalism in the delivery of information and explanations.



- Ability to work independently and effectively as a leader or member of a team.
- Ability to cope with and tackle ambiguous situations to meet project deadlines and deliverables.
- Proficient with Microsoft Office applications (Excel, PowerPoint, Word, Outlook, SharePoint and Teams), and learning technologies including Learning Management Systems
- Commitment to fostering a safe, respectful, equitable and inclusive workplace.
- Ability to travel between campuses is required.

COMPETENCIES

- **People First:** KPU employees involve, appreciate, value and respect the KPU community members they serve (i.e., students, employees, external stakeholders, etc.) creating a culture of high engagement and performance.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.