

POSITION DESCRIPTION

Date	November 2025
Position Title	Organisational Development Lead
Reports to (position title)	General Manager People & Culture
Department	People and Culture

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Footscray and Pakenham.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, always, respected as the experts on their children and supported in an environment that is strength based, and family centred.

bestchance also works in partnership with families in managing several kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

Providing care, support and education to children, families and communities to reach their full potential.

VISION

Making a real and lasting impact on every child, family and community we support.

VALUES

- Safety Always
- Integrity and Accountability
- Respect and Inclusion
- Innovation and Improvement
- Collaboration and Courage

POSITION PURPOSE

The Organisational Development (OD) Specialist is responsible for designing and delivering strategies, programs, and initiatives that enhance organisational effectiveness, build capability, and strengthen culture. The role partners with leaders and People & Culture (P&C) stakeholders to diagnose organisational needs, implement solutions that supports bestchance Employee Value Proposition (EVP) through performance and engagement, leadership capability and embed values and behaviours across the employee lifecycle.

KEY RESULT AREAS AND RESPONSIBILITIES

EVP & Talent Experience Support

- Defines and shape the EVP based on organisational analysis, sector research, employee insights and strategic alignment.
- Integrates the EVP across the full employee lifecycle to influence attraction, onboarding, culture and retention.
- Enables leaders and P&C team to communicate and operationalise the EVP consistently.
- Measures impact, monitors sentiment and continuously refines the EVP to keep it authentic and competitive.

Organisational Diagnosis & Insights

- Conduct organisational assessments, culture diagnostics, and capability reviews.
- Analyse engagement results, exit data, and people metrics to identify trends and opportunities.
- Provide insights and recommendations to improve organisational effectiveness.

OD Strategy & Program Design

- Develop and implement OD frameworks, including leadership capability, culture and values-based behaviours.
- Design tailored interventions to support strategic priorities, workforce planning, and transformation.

Change Management

- Develop and support the execution of change management plans for key initiatives.
- Conduct impact and readiness assessments, stakeholder mapping and communication planning.
- Coach leaders to build change capability and embed new ways of working.
- Lead the implementation and optimisation of systems to drive efficacies around change management.

Leadership & Team Development

- Facilitate leadership workshops, team effectiveness sessions and capability development programs.
- Provide coaching and support to leaders on culture, performance and engagement.

Culture & Employee Experience

- Lead or support initiatives that enhance culture, engagement, inclusion and employee experience.
- Support the embedding of organisational values and behavioural expectations.
- Map employee journeys and identify opportunities for improvement.

Continuous Improvement

- Review and optimise people practices (e.g., performance management, career pathways, capability frameworks).
- Recommend improvements to drive operational efficiency and organisational alignment.

Data, Measurement & Reporting

- Develop metrics to track the effectiveness of OD initiatives.
- Monitor results and provide insights to senior leaders.
- Prepare reports and recommendations to support decision-making.

Stakeholder & P&C Partnership

- Partner with P&C Business Partners and business leaders to diagnose needs and deliver OD solutions.
- Build strong relationships across the organisation to promote culture and change initiatives.
- Act as a trusted advisor on OD, culture, and change matters.

3. KEY SELECTION CRITERIA

Technical / Functional Skills

- Strong proficiency in Employee Experience and Employee Value Proposition (EVP) development.
- Demonstrated capability in organisational design, including structure development, role clarity and workforce planning.
- Expertise in leadership, performance capability building and competency framework designs to support organisational growth.
- Applied knowledge of change management methodologies and their practical implementation.
- Experience designing and delivering leadership development and enterprise-wide learning programs.
- Proficiency in talent management systems, including succession planning, performance management, and career pathways.
- Ability to conduct culture diagnostics, interpret insights, and design culture-shaping initiatives.
- Competence in people analytics, including interpreting engagement data, sentiment trends, and workforce metrics to inform decisions.
- Skilled in facilitation, workshop design, and leading team effectiveness or strategic planning sessions.
- Experience in learning and development strategy, curriculum design, and capability-building roadmaps.
- Strong understanding of operating model design, including governance, processes, and ways of working.
- Practical experience in stakeholder engagement and developing communication plans for people initiatives.
- Strong project and program management capabilities to lead complex, multi-stakeholder OD initiatives.

Behavioural Skills

- Demonstrates strategic and systems thinking, connecting OD initiatives to long-term organisational needs.
- Builds strong relationships, communicates clearly, and influences stakeholders across all levels.
- Adapts effectively to change, shows high emotional intelligence, and facilitates alignment in complex group settings.
- Applies analytical problem-solving, collaborates across functions, and role models integrity and organisational values.

4. Experience & Qualifications

- Experience in Organisational Development, Culture, Change, or related P&C functions
- Proven experience designing and implementing OD or change programs
- Strong capability in facilitation and stakeholder management
- Qualifications in HR, Psychology, Organisational Development, Business, or related field (preferred)
- Certifications in change management, coaching or facilitation (desirable)

5. Key Relationships

- General Manager of People & Culture
- HR Business Partners
- Senior leaders and people managers
- Internal stakeholders
- External partners (consultants, facilitators, vendors)