

JOB SUMMARY & PERSON SPECIFICATION

Job Title:	Senior Transformation Consultant
Job Ref No:	HCC2620749
Department:	Corporate Services
Branch / Section:	Transformation Practice
Grade:	H

Job Purpose:

Under the direction of the Heads of Practice and Principal Consultants, Senior Consultants lead and support delivery of consultancy services in support of the Council's priority service design and improvement programmes and projects.

Main Responsibilities:

The Transformation Practice, reporting through the Assistant Director of Transformation to the Director of Transformation and Governance, is a professional group of internal consultants that play a key role in leading and supporting service transformation and change across the County Council.

The Practice comprises various grades/levels of consultancy role that have been based on those typically found in commercial management consultancy practices. Working together in teams, the Practice supports the transformation agenda and ensure change is designed and delivered in a sustainable way.

The expected level of accountability varies depending on the consultant grade/level, which in turn is a function of the consultant's level of experience and expertise. Senior Consultants will:

- Lead and provide expert support to transformational projects e.g. through service design and process improvement, options generation and appraisal, business case development, objective challenge and 'critical friend'
- Advise senior stakeholders on how departments could transform their services to provide improved service user outcomes and experience, be more efficient/productive and reduce costs.
- Develop a clear and agreed understanding of the client's transformation challenges and change requirements, and then produce high-quality documented proposals that show how the Practice will meet those requirements.
- Use data and analytics to gain customer and operational insight, and be able to present visually compelling evidence to support problem diagnosis and decision-making.
- Provide subject matter expert advice and support to setting-up and delivery of transformation projects that are focused on improving customer outcomes and benefits realisation.

- Lead and deliver service design and improvement projects on time and to the agreed quality, with a relentless focus on improving outcomes and benefits realisation.
- Build strong business relationships with key senior programme and departmental stakeholders, as well as internal clients across the Council.
- Consistently apply the Practice quality assurance processes, methodologies and toolkits from commissioning through to project delivery and close.
- Contribute to Practice development through sharing of knowledge and best practice, as well as development of methodologies and toolkits that enable more consistent delivery of consultancy assignments.
- Build deep consulting skills and specialist domain (market and subject) expertise.
- Lead training and capacity building across Council departments and provide coaching and mentoring support to more junior consulting grades/levels.

The role has no line management responsibility, but Senior Consultants will be expected to act as a coach and mentor for more junior grades.

Senior Consultants lead and facilitate project teams, often with senior staff both internal and external to the County Council. They are expected to use delivery assurance processes to provide feedback on performance during and at the end of each assignment.

Projects that Senior Consultants are involved in will typically be more challenging, complex and higher risk compared to those of more junior grades, and usually have an impact on service quality/outcomes and savings targets. As such they are expected to produce and maintain robust cost benefits models for recommended changes.

Corporate & Statutory Initiatives

Senior Consultants will ensure compliance with statutory & county council policies including risk, health & safety and equalities.

Key Decision Making Areas in the Role

The role of a consultant is not to take key decisions for clients, but to advise and produce deliverables, including end of phase reports and business cases that enable the client to take informed decisions. Some examples of support to decision making include:

- Based on an understanding of the client's transformation and change needs, develop proposals for service design and improvement programmes/projects, including information on the approach to take and the resource levels required for success
- Provide both strategic and operational options and recommendations for change to workstream leads/Senior Responsible Owners (SROs).
- Provide new service designs and implementation plans for approval to move into implementation and benefits realisation phase.
- During the implementation phase, Senior Consultants will have to take decisions on what and when tasks must be completed so that benefits can be realised.

- Senior Consultants will also be expected to actively participate in Transformation Practice governance meetings and contribute to decisions on resourcing and priorities.

Person Specification

Essential Qualifications	<p>Either one or both of:</p> <ul style="list-style-type: none"> • Have a high-level of understanding of systematic service design and improvement approaches, such as Lean/Six Sigma. Qualified to minimum of Lean Green Belt level or equivalent. • Have a high-level of understanding of programme and project management (PPM) approaches, such as Prince2 or Agile. Qualified to minimum of Prince2 Practitioner level or equivalent.
Desirable Qualifications	<ul style="list-style-type: none"> • Business related university degree or equivalent.
Essential Knowledge, Skills and Experience	<ul style="list-style-type: none"> • Ability to demonstrate significant relevant experience, as a management consultant and/or change management professional, in user-centred service transformation and sustainable change. • Experience of organisational capability building through systematic sharing of best practice and/or delivery of training & development activity. • Confident and competent in using data and analytics to gain customer and operational insight, and be able to present visually compelling evidence to support problem diagnosis and decision-making. • Able to lead and facilitate service teams and customers to work together to co-produce services that provide a better outcomes and user experience, more efficiently and at lower cost. • Possess excellent verbal and non-verbal communication skills, which support a professional, confident and credible approach when working with both operational and senior management teams. • Comfortable with ambiguity and able to adapt approach to suit the circumstances. • An excellent understanding of the challenges facing local government and public services both locally and nationally. • An understanding and sensitivity to the political environment in which the Council operates.
Desirable Knowledge, Skills and Experience	<ul style="list-style-type: none"> • Understanding and experience of digital service design e.g. UX design, customer stories etc. • Understanding and experience of design and development of Target Operating Model (TOM).

Working Conditions

The following section provides an outline of the working conditions that may be encountered in this role:

- Display Screen Equipment User
- Ability to meet the travel requirements of the role

The information contained in this document is meant for the purpose of recruitment and selection only. A copy of the formal Role Profile that has been used to evaluate the pay and grade information for this post using the Hay Evaluation Tool is available on request from the Recruitment Team via recruitment@hants.gov.uk please quote Role Profile Title: Senior Consultant, Role Profile Reference Number: 02277.