**ROLE DESCRIPTION**

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| Role Title | Business/Operating Group | Reports to |
| Senior Consultant | Unity Business Change Services (BCS) | Principal Consultant |

**OVERVIEW**

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| Unity Partnerships Business Change Services (BCS) capability operates alongside our customers as they tackle the large-scale and challenging issues they face through their own transformation programmes. We work with colleagues to develop new business, including the development of existing and new propositions, involved in both ‘opening’ and ‘closing’ activities. BCS also works with Service Line colleagues to ensure Unity delivers against promises already made through our current contracts. The Business Change capability is therefore absolutely fundamental to the future of Unity Partnership Ltd.Our consultants have strong evidence of core consulting skills including but not limited to:* Big Conversations – the ability to introduce and participate in conversations about the biggest challenges facing our customers i.e. ‘How will I balance my books this year?’ or ‘How can I deliver Social Care Services better and cheaper?’ etc.
* Organising and Planning – managing their own workload, organising any direct reports and managing virtual and matrix–managed teams where appropriate.
* Finance and Commercial - knowledge about finance and commercial models appropriate to the public sector.
* Analysis – the ability to take complex data and translate into meaningful and useful business information for decision making.
* Presentation and Written – convincing and well-considered presentations and succinct report writing skills.

There are four capability areas of BCS:* Performance Improvement (through Lean/Six Sigma and other appropriate methodologies)
* Business change management
* Service transition and transformational change
* Project and programme management

Delivered across three key markets:* Local/Regional government
* CCGs – Clinical Care Groups
* Integrated Care Organisations

Consultants working for BCS are expected to operate across our markets and have experience of delivery in some of these areas. These include: Customer Service / Public Access, Contact Centre Management; Revs and Bens; Payroll; HR; FM; Accountancy; BPO; Shared Services; Health & Social Care, Regeneration; Education; Highways: Property ServicesThe breadth of our offering comes from combining a consultancy approach with the hands-on, operational insight we have acquired from working with our public sector partners over many years. A requirement for occasional travel with overnight stays can be expected. |

**DIMENSIONS**

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| Direct Reports | Budget Responsibility |
| Virtual and direct line people management | Utilisation target to be agreed annually. There may be some devolved budget from service lead for sales and contribution and for project accounting |

**PRINCIPAL ACCOUNTABILITIES**

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| As a BCS Senior Consultant you would expect to be leading client work and business development activities soon after joining, which could include:* Design and deliver business change, service transition and operational transformation projects on time, quality and budget
* Supporting our partnerships and service lines by project or programme managing projects/programmes and overall delivery to the client (the client may be the end client or partnership/service line)
* Supporting Unity’s business transformation programmes by leading projects and programmes
* Manage client day-to-day relationships and members of any teams to deliver client assignments
* Develop compelling propositions for new business to existing or new customers
* Develop profitable business through business development and marketing activities with existing or new customers
* Promoting BCS and UPL to new and existing clients
* Delivering on utilisation targets and adhering to Company policies, processes and procedures
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**PERSON SPECIFICATION**

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| Qualifications | Degree or Management qualification and equivalent relevant experience. PRINCE 2MSP **and/or** Lean Six Sigma - Black Belt |
| Knowledge / Experience | You will be a high calibre individual with a track record of delivering results in a similar role with experience of over 3 years of:* Delivering ‘quality’ solutions that improve Services
* Building relationships across a spectrum of influence, you will be a highly effective networker

You will also be a self-starter combined with the ability to be a strong team leader –able to work with, lead as required a diverse range of teams and possess excellent communication and presentation skills.You will have an engaging personality coupled with high levels of energy and enthusiasm and have the ability to deal and respond positively to frequently changing priorities and demanding deadlines |
| Technical / Business Skills / Ability | You will be able to provide evidence of significant experience in two, or more, of the following areas:* Performance Improvement (through Lean/Six Sigma)
* Change management
* Service transition
* Transformational change
* Project/programme management

Evidence of successful delivery of projects of more than five significant contracts in the Public and/or Private Sector |

**CORE BEHAVIOURS**

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| * **Passionate** – We care about the work we do and we strive to do our best every day with energy and enthusiasm.
* **Professional** – We are responsive, courteous and respectful and aim always to deliver to the highest standards that we can take pride in.
* **Collaborative** – We listen and learn from each other, we take ownership and responsibility together to achieve our goals, face challenges, and learn from our experiences together, with a no blame culture.
* **Honest** – We build trust and confidence by being honest, open and respectful with others and by keeping our promises.
* **Outcome focussed** – We ensure that we deliver excellence by focussing on the needs of our customers and work actively to overcome barriers and to be efficient and effective.
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| Grade | Senior Consultant |
| Salary Range | £45 – 60k Depending on skills and experience |
| Contract Type | Permanent  |