

# Senior Consultant

## Job Description

<b>Job Title</b>	Senior Consultant (Health)
<b>Department</b>	Consultancy and Research
<b>Location</b>	Bristol Office with the flexibility to work from home two days per week
<b>Pay Scale</b>	£58,297
<b>Contract</b>	Permanent
<b>Hours</b>	Full-time 37.5 hours per week

## The Workforce Development Trust (WD Trust)

The Workforce Development Trust group is the parent company to [Skills for Health](#), [Skills for Justice](#), [SFJ Awards](#) and [People 1<sup>st</sup> International](#). We are a charity governed through a board of trustees and deliver products and services that improve the workforce across a wide range of sectors through our subsidiary brands.

## Job Summary

Reporting to the Head of Consultancy and Research Services, the post holder will be accountable for the effective and efficient management and delivery of an allocated portfolio of commissioned consultancy-based assignments. The work will involve the application of the post-holders expertise in skills development, workforce development, organisation development and project/programme management.

The post holder will:

- Undertake Line Management duties as required
- Support the relevant Client Director and others in the delivery of key revenue, business and performance targets
- Deliver a portfolio of commissioned assignments / projects / services either through direct delivery or via the appointment and supervision of sub-contractors or associates
- Ensure that assigned work is delivered to the highest standards in terms of time, quality, budget and evaluation in accordance with the client's expectations
- Support the preparation of proposals and tender responses

as necessary, the post holder will be accountable for:

- Ensuring the effective delivery of commissioned assignments assigned to the team
- Allocation of financial and physical resources, managing budgets as appropriate

The post holder will have a high degree of autonomy and must be able to work with minimal supervision to manage the delivery of commissions. The post holder will be expected to act as an ambassador of Skills for Health/ Skills for Justice at all times, ensuring that clients expectations are satisfied and exceeded.

## Key Responsibilities

### Strategic Planning and Development

- Support the Head of Consultancy and Research and others through contributing to, the annual business planning process and the delivery of both function and corporate business objectives
- Provide specialist advice in areas of expertise that will include workforce and skills development change management and project management
- The post holder will be required to use highly developed project management skills to develop priorities, key performance measures, activities and annual operating plans for the delivery of allocated commissioned projects and assignments to ensure:
  - The effective and efficient delivery of allocated commissions and use of financial and physical resources
  - That allocated commissioned assignments are delivered within budget, time and quality in accordance with the proposal and specification requirements
- Ensure the consistent evaluation of all commissions to support benefits realisation, learning and to promote continual improvement and effectiveness

Accountable to The Head of Consultancy and Research and other nominated individuals for ensuring that each commission has performance objectives / targets appropriate to the brief or specification which support the overall achievement of business objectives for Business Development and Consultancy and the Workforce Development Trust

- Provide regular performance management data on the portfolio of commissioned assignments to the Head of Consultancy and Research.

## Management and Delivery

- The post holder will, where appropriate, be responsible for the delivery of a portfolio of commissioned assignments and programmes of work. They will ensure that these are delivered within budget, time and quality and in accordance with the requirements specification.
- This will require the post holder to use highly developed interpersonal and consultancy skills to engage with the client organisation
- The post holder will be required to lead the delivery of projects which is likely to include

working with Health employers, facilitation, report writing, delivering presentations to staff groups, dealing with barriers to understanding and situations where the work may be highly contentious.

- The post holder will be required to influence, persuade and motivate project teams both within Skills for Health and in client organisations. This will involve engaging and influencing staff to achieve key milestones and project deliverables
- Use knowledge and expertise to play a lead role in supporting the Head of Consultancy and Research, Client Directors and those responsible for business development in the preparation of proposals / tenders and in securing of new business
- Ensure that work undertaken is in accordance with Skills for Health's procedures and guidelines for bid management and project management
- To support the Head of Consultancy and Research in business development and client relationship management with Government Departments and relevant agencies as necessary
- Using knowledge from the practical application and feedback received from clients in the field to play a lead role in Skills for Health's product and service development
- Accountable for the quality assurance of the allocated portfolio of commissions. Regularly undertake client satisfaction reviews and adapt delivery process
- Prepare management information for the Head of Consultancy and Research and any other nominated individuals to be used to contribute to Skills for Health's performance management
- Provide regular performance management data on the portfolio of commissioned assignments to the Head of Consultancy and Research to ensure delivery of business objectives of the Consultancy and Research Directorate.
- Maintain an up-to-date knowledge of all Skills for Health products and service
- Maintain an up-to-date knowledge of national policy, local skills issues and employer needs and issues.

## Leadership

- When necessary, undertake Line Management duties for staff, ensuring projects of work are effectively delivered on time and quality and within the financial resources.
- Provide opportunities for staff to develop through mentoring and support, job shadowing and nominated courses where required.
- Manage and supervise sub-contractors and associates as required to deliver assignments, ensuring that the specification and proposals are understood and effectively delivered on time and within the financial resources available

- Work with colleagues across Consultancy and Research and Workforce Development Trust to ensure the delivery of Skills for Health business objectives
- Act as an ambassador for Skills for Health at all times, representing Skills for Health across the UK to promote Skills for Health's products and services to contribute to the success of the organisation.

## **COMMUNICATION AND KEY WORKING RELATIONSHIPS**

- Workforce Development Trust Group Leadership Team, Managers and staff
- Local employers across the sectors in which SfH operates
- Government departments;
- Health, justice, education, professional, regulatory bodies and Trade Unions;
- Individual Sector Skills Councils (SSC's);
- Arm's length non departmental public bodies;
- Partnership organisations; and
- Other key stakeholders.

## **GENERAL REQUIREMENTS:**

- Work will require frequent concentration in the development of complex project plans, operational plans and the development of key performance indicators, however there will be a high level of unpredictable client interruptions which may require the post holder's immediate attention
- The post holder will be required to handle large volumes of electronic data and email communication on a daily basis
- This post will have access to and in-depth knowledge of a range of highly sensitive, confidential, and contentious data and information requiring complete confidentiality and discretion at all times
- Requirement for substantial VDU work and extensive travel throughout the UK
- The Intellectual Property Rights of any work undertaken for, or on behalf of, Skills for Health shall automatically, on creation, belong to Skills for Health absolutely.

## Person Specification

Criteria	Essential	Desirable
<b>Education and Qualifications</b>		
Degree and / or management qualification or equivalent demonstrable senior managerial knowledge and experience	X	
Evidence of continuing professional development at or beyond Masters level	X	
Recognised Project Management qualification e.g. Prince 2 training or demonstrable knowledge and understanding of project management methodology	X	
<b>Knowledge</b>		
Knowledge of Health, education and skills development policies	X	
Knowledge and understanding of the principles of Change Management and the tools and techniques to support.		X
Knowledge and understanding of Lean technology		X
Knowledge and understanding of standing financial instructions in the preparation of bids and proposals	x	
Knowledge of Skills for Health products and services across: <ul style="list-style-type: none"> <li>• policy / education</li> <li>• standards</li> <li>• current workforce</li> <li>• future workforce</li> <li>• social responsibility</li> </ul>	X	
Knowledge and understanding of local skills issues and employer needs and issues	x	
<b>Experiences</b>		
Project management experience	X	
Experience of managing multiple projects and effectively managing resources to achieve the projects		X
Experience of writing and preparing proposal / tender documentation	X	
Experience of delivering tender response proposals and the creation and delivery of presentation materials	X	
Demonstrates political awareness and diplomatic skills across a broad range of stakeholders and contexts. Wide experience of handling complex business /	x	

commercial and in confidence sensitive information both internally and externally		
<b>Skills and Abilities</b>		
Excellent communication and presentation skills; oral and written to use influencing skills via the use of appropriate and well-structured arguments	X	
Ability to uses negotiation and mediation to overcome objections and resolve differences	X	
Ability to manage effective budgets/resources	X	
Able to analyse complex situations and devise creative and innovative solutions to achieve objectives	X	
Ability to work to tight deadlines with conflicting and competing demands	X	
Developed facilitation skills	X	
Consultancy Skills	X	
Effective report writing skills	X	
Advanced Keyboard skills and knowledge of MS Office	x	
<b>Other</b>		
Able to undertake extensive travel and to be mobile across the UK	x	

## Job Description Completion

<b>Name</b>	Jonathon Czul
<b>Job Title</b>	Head of Consultancy and Research
<b>Department</b>	Consultancy and Research
<b>Date</b>	28/01/2022

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

### Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

### Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence

- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

## Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

## Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

## Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

## **Other Employment**

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever.