

ROLE PROFILE

Department:	Communities, Adults and Health Directorate, LBB
Location:	Colindale / home working
Job Title:	Improvement Consultant
Grade:	I
Reports to:	Transformation Manager

1. Purpose of Job:

- To deliver high quality business improvement projects that lead to sustainably better outcomes for residents and improved value for money for Communities, Adults and Health.
- Working with the Head of Transformation to deliver on the improvement plan in line with corporate and service priorities focussing on delivering efficiencies and improved resident experience.
- Provide expertise and resource to ensure that the department's key business improvement transformation projects are run to time and budget and to a high quality.
- Support project governance across the directorate to ensure that all business improvement projects are joined up and deliver against priority areas.
- Develop and maintain strong project governance/programme management across the directorate to ensure that all major projects are joined up and focus on the priority areas. All programmes must follow the agreed project management protocols and framework and harness the benefits of new business processes and systems and innovative practice to deliver continuous improvement.
- Act as a champion for innovation and continuous improvement. Scrutinise and challenge all projects and programmes in the directorate to ensure continuous improvement acts as a key driver and measurable outcomes.
- Ensure professional standards and best practice is applied when managing major projects.
- Ensure compliance with the service's standards and processes and operate within the context of the service priorities and principles of increasing user choice and control over the services they receive.

- Work closely and collaboratively with Adults Commissioning, Customer Services Group, Health and other partner agencies to deliver a service that meets both current and future needs.

1. Role Specific Responsibilities

- 1.1 Deliver a high quality and proactive, business improvement / transformation unit operating across Communities, Adults and Health, ensuring it is aligned with business priorities and delivered to shared objectives.
- 1.2 Develop and maintain project governance across the directorate to ensure that all business improvement projects are joined up and deliver against priority areas. All major improvement projects should be managed in accordance with a structured project management framework.
- 1.3 Act as a champion for innovation and continuous improvement. Scrutinise and challenge all projects and programmes in Communities, Adults and Health to ensure continuous improvement acts as a key driver and achieves measurable outcomes.
- 1.4 Lead multidisciplinary project teams and manage a programme of business improvement projects focused on delivering efficiencies and improved resident experience.
- 1.5 Responsible for the definition, documentation and successful completion of work within a project-managed framework, managing whole projects.
- 1.6 Design, organise and facilitate business analysis and change activity with staff at all levels and external stakeholders, developing a strong understanding of their current and future requirements and the change required to meet future outcomes.
- 1.7 Promote new innovative ways of working and facilitate change by ensuring buy in and support at all levels of the service.
- 1.8 Creatively apply business and technical knowledge to enable, support and review all aspects of change in the service.

- 1.9 Influence the shape and direction of projects, providing added value by constructive challenge to reconcile conflicting viewpoints.
- 1.10 Work effectively with partners who operate both within and outside of the council, such as the Council's Customer Services Group, Health other care providers and colleagues to achieve an integrated approach to business support.
- 1.11 Provide support on Business Continuity planning and Risk Management for Communities, Adults and Health.
- 1.12 Review and update directorate policies in response to local and national changes to ensure they remain up-to-date and that the directorate is compliant with statutory regulations, policies, procedures, best practice and professional standards.
- 1.13 Ensure relevant risks are appropriately identified, recorded and managed in a consistent and planned fashion in accordance with service practice and standards.
- 1.14 Ensure full compliance with statutory regulations, policies, procedures, best practice and professional standards within Communities, Adults and Health, and those of relevant partner agencies such as Health.
- 1.15 Support the Service manager in monitoring and evaluating the performance of the team against targets and professional standards.

2. **Key accountabilities:**

2.1 Managing Service Direction

- Provide clear, visible and professional management to support a highperformance culture that drives continual improvement, efficiency savings and high levels of user satisfaction.
- Promote, develop and manage effective partnership working with internal and external stakeholders in order to achieve continuous improvement in the provision of services.

2.2 Performance and Customer Focus

- Support the delivery of high-quality performance and provide value for money with minimum risk. Deliver an outcome-orientated service that maximises productivity and throughput to make best use of finite resources.

- Support the Head of Service in developing and implementing rigorous and effective performance management processes to drive forward service improvements, including managing, monitoring, and reporting on service performance standards.
- Ensure that outstanding customer service is being delivered on a day-to-day basis in line with corporate and service standards.
- Work flexibly and respond positively to changing business and user needs and carry out any other duties within the scope of the nature and grade of the post.

2.3 Financial Responsibilities

- Apply the principles of sound financial practice necessary to operate within defined budget limits. Promote a culture of value for money and sound financial practice within the team.

2.4 Leadership and Management

- Manage project teams
- Provide clear, visible, motivational management to create a high-performance culture that drives continuous improvement and efficiency savings capable of delivering Service priorities.
- Ensure the Council's values are understood and embraced by the project teams; recognise and reinforce positive behaviours and address any behaviour that is undesirable.

2.5 Communication & Influence

- Ensure all communications are clear, effective and appropriately targeted in compliance with communication corporate standards. Deal effectively and professionally with challenging service users, stakeholders, partners and agencies.
- Support the Transformation Manager to work closely CSG, Health and other partner agencies to ensure that business activities are appropriately integrated and joined up and the needs of the service users and carers are met, both now and for the future.

2.6 Health and Safety and Data Management

- Promote and safeguard the welfare of adults at risk, ensuring this principle, culture and practice is embedded across the team and in all business processes and communications, in compliance with national and local procedures and protocols.

- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and local and corporate data management protocols and Caldicott principles.
- Ensure safe and efficient delivery of service by achieving high standards of health and safety and managing risk.

3. **Promotion of Corporate Values**

- Ensure customer care is maintained to the agreed standards according to the Council's values.
- To ensure that a high level of confidentiality is maintained in all aspects of work.

4. **Flexibility**

- To deliver the service effectively, a degree of flexibility is needed, and the postholder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

5. **The Council's Commitment to Equality** • Deliver the Council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the Council delivers.

- Ensure services provided for people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

PERSON SPECIFICATION

Department:	Communities, Adults and Health Directorate, LBB
Location:	Colindale / Home working
Job Title:	Improvement Consultant
Grade:	I
Reports to:	Transformation Manager

Candidates should subscribe to and be able to demonstrate commitment to the Corporate Values:

Caring / Learning to Improve / Inclusive / Collaboration

Essential Qualifications required

Type	Level required
Professional qualifications /memberships	Recognised qualification in project/programme management desirable and/or equivalent experience and training in a related business
Education	Educated to degree level or equivalent

Role Specific Competencies required

Type	Level required
Project management and transformation	Knowledge, experience and understanding of delivering high quality and cost-effective improvement / transformation programmes
	Competent and experience relating to transformation projects in a social care and health environment
	Proven management skills, able to lead project teams to achieve successful outcomes
Social care knowledge	Sound practical understanding of policies, processes and legislation necessary to deliver complex services to clients and carers

Technical / Knowledge Requirements

Type	Description
IT skills	Fully competent in the use of standard Microsoft Office products such as Outlook, Word, Excel, PowerPoint and Visio

Competency	Key to role
Communicating and influencing	Evidence of ability to communicate complex issues to service users, carers and other stakeholders, in an effective and clear style
	Proven ability to develop and maintain effective professional working relationships with stakeholders and use these relationships to improve the effectiveness of the service.
	Ability to advise, persuade and influence people in a professional and effective manner.
	Excellent written and verbal communication skills
	Ability to communicate accurately and appropriately with members of the public, colleagues, partner agencies and senior management.
	Ability to advise, persuade and influence people
Striving for excellence	Demonstrate a record of high performance and striving for continuous improvement.
	Ability to manage a complex workload and meet tight timescales
Leadership and team	Excellent leadership skills in managing project teams in a complex environment
	Ability to recognise high levels of performance and achievement and provide constructive challenge where standards are not being met.
Problem solving	Ability to analyse complex information quickly, reaching, and articulating decisions with clarity. Seeking out creative and innovative ideas to deliver solutions that command support.
Team and partnership working	Ability to work effectively, flexibly, and constructively with colleagues in a team where team members work positively to a shared goal
	Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives
	Quickly establishes strong working relationships and networks with internal and external partners and embraces partnership working where relevant to deliver services most effectively and efficiently.
Setting direction & managing performance	Ability to understand the financial impact of organisational change

Caring for **people**, our **places** and the **planet**