# Hosting Proforma

Business Services Organisation (HSCNI)

Name of Host

Organisation

**1. Interchange Manager’s details**

Eamonn MacManus

Name

Organisation/

BSO Human Resources

Department

7th Floor

2 Franklin Street

Belfast

BT1 8DQ

Address

Telephone Fax number

028 95363868

N/A

Number

[Eamonn.macmanus@hscni.net](mailto:Eamonn.macmanus@hscni.net)

E-mail

Secondment

**Senior Consultant at the HSC Leadership Centre**, focusing on leadership and organisational development.

Type of Opportunity

**2. Details of hosting opportunity**

Description of opportunity

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| **Senior Consultant**  **Job Purpose:**  As a member of a team of Management Consultants, the post holder will work mainly with individual clients within Health and Social Care on organisational development. The Senior Consultant will report to a Principal Consultant and will be responsible and accountable for all assigned professional consultancy activities in respect of the products and services offered by the Leadership Centre.  The Senior Consultant will take a lead liaison and customer management role for at least one client organisation of the Leadership Centre.  The post holder will share responsibility with the senior management team for designing and delivering innovative leadership and management development products to our client base across the HSC. The postholder will also have specific responsibility in this respect for those for whom he / she has direct management responsibility. |

Main objectives of the opportunity

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| **Job Description:**  **Service Delivery**  The Senior Consultant will work with the Leadership Centre consultant team to design and deliver a range of consultancy and management and leadership development products and seeking to continuously improve the business through regular review of current operational methods and processes for clients of the Leadership Centre.  They will also be responsible for planning, developing, maintaining and managing a Service Level Agreement for at least one client of the Leadership Centre. The programme of Organisation Development should be in line with organisational and customer strategies and corporate objectives.  **Performance Monitoring and Management**  The Senior Consultant will report to a Principal consultant and will be responsible and accountable for all assigned professional consultancy activities in respect of the products and services offered by the Leadership Centre.  **Financial and Resource Management**  Support the development and implementation of programmes to improve efficiency, effectiveness and economy within Leadership Centre in order to meet savings targets and Value for Money initiatives.  Anticipate the financial implications associated with the operational performance of HSC Leadership programmes and consultancy within your area of responsibility ensuring that business risks are identified, documented, controlled and mitigated.  **Collaborative Working/Key Working relationships**  The Postholder will develop and maintain excellent working relationships with a wide and diverse range of staff and stakeholders including HSC customers, potential suppliers and stakeholders from the primary care, voluntary and independent sectors.  They will also be required to demonstrate Close operational liaison with all clients (from Director level to front end user) and the management of an effective customer liaison regime to handle all consultancy or other related business needs for clients.  **Quality**  Maintain quality customer care arrangements for those areas of specific responsibility and maintain a Leadership Centre customer care culture supporting and promoting the appropriate actions.  Support benchmarking initiatives for all aspects of performance including operational performance, costs and product/services pricing including analysing outcomes as part of evaluation and initiating improvements to ensure the Leadership Centre performance benchmarks well with similar providers (ie commercial sector).  **Communication and Information Management**  The postholder will liaise closely with clients as well as other relevant stakeholders regarding progress on consultancy and other work.  Develop and maintain appropriate communication with BSO customers and HSC organisations to ensure their service needs are being met in accordance with the leadership development/consultancy/digital learning requirements.  **People Management and Development**  A Senior Consultant will be expected:   * To take responsibility for his/her own performance and take action to address identified development areas. * To lead by example to ensure that the leading and management of their work demonstrates commitment through its culture and actions, for all aspects of diversity in the population it serves and the staff who provide the services. * To manage the performance of any staff under his/her control to ensure achievement that SLA targets are met and clients report high levels of satisfaction * To promote the corporate values and culture of the organisation through the development and implementation of relevant policies and procedures, and appropriate personal behaviour. |

**3. Skills requirements**

What qualities, skills and experience is required from the individual

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| Applicants must have a Master’s degree or a relevant professional qualification at an equivalent level relating to management, business or organisation development **AND** have worked for at least 3 years in the last 5 years as a manager responsible for leadership, service improvement or organisation development in a management consultancy organisation **or** in a major complex organisation within the public, private or voluntary/community sectors.  **OR**  Applicants must have a University degree or a relevant professional qualification at an equivalent level relating to management, business or organisation development **AND** have worked for at least 5 years in the last 7 years as a manager responsible for leadership, service improvement or organisation development in a management consultancy organisation **or** in a major complex organisation within the public, private or voluntary sectors.  Demonstrate evidence of achievement of supporting a significant change or service improvement. |
| Demonstrates experience and achievement in the area of learning and development and/or organisational development  Have worked with a diverse range of partners/stakeholders to achieve successful organisational outcomes  Demonstrates strong leadership qualities, to include excellent communication and influencing skills.  Demonstrate an ability to develop and deliver services in a performance management culture. |
| **Desirable**  Experience of design and delivery of significant learning and develop and/or leadership and/or management programmes. |

**4. Personnel: Please state below**

Who will the individual report to?

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| Principal Consultant |

Who will be the individual’s line manager and/or reporting officer?

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| To be confirmed |

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

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| **The opportunity will benefit the individual and organisation by:**  Individual – the individual will work as part of a consultancy team that provides OD services to the Health and Social Care sector. They will learn consultancy, facilitation, programme design and delivery.  Parent Organisation: The parent organisation will have a returning employee with an enhanced range of skills and an expanded network within the HSC and wider public sector  Host Organisation: The HSC Leadership Centre would benefit from an external perspective on the work that we deliver, with new ideas and innovation provided by the successful applicant. |

**6. Logistics**

Please provide details of the likely start date, duration, location, form of transport required, resources (i.e.; desk, PC, etc.) and funding arrangements for the opportunity.

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| **Start Date:** As soon as a suitable candidate has been identified and a release date has been agreed.  **Duration:** It is anticipated that this opportunity will continue until 05/2022 with possible extension subject to agreement by all parties.  **Location:** The person will be based at The Beeches, 12 Hampton Manor Drive, Belfast  **Salary:** £45,753 - £51,668  This is the current salary range for the post; however, if the successful applicant’s salary exceeds that, we are happy to meet costs.  **Funding:** All salary costs and associated expenses will be met by the BSO.  **Selection Process:** Shortlisting will take place on the basis of the criteria detailed above and final selection will be by interview.  **Further information:** For further information about the post please contact Joanne McGinnis at Business Services Organisation by email at: [joanne.mcginnis@hscni.net](mailto:joanne.mcginnis@hscni.net)  **Closing Date:** Applications must be submitted by 5.00pm on Friday 22nd October 2021 to: [interchangesecretariat@finance-ni.gov.uk](mailto:interchangesecretariat@finance-ni.gov.uk) |

**7. Endorsement**

**Interchange Manager**

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| **C:\Users\emacm001\Pictures\Eamonn Signature.PNG** |

**Signed:**

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| 05.10.2021 |

**Date:**