



## Job Description

| Job Element                            |   |
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| <b>Job title:</b>                      | <b>CHC Consultant</b>   |
| <b>Department:</b>                     | CHC   |
| <b>Reports to:</b>                     | CHC Strategic and Clinical Director   |
| <b>Location:</b>                       | Home / field based  |
| <b>Job summary:</b>                    | Responsible for the management of client facing CHC consultancy projects, ensuring they are planned, coordinated, executed and delivered on time and on budget, within scope and delivering the required goals.   |
| <b>Qualifications:</b>                 | Degree or equivalent experience in a healthcare setting (preferably in a clinical role)   |
| <b>Technical skills:</b>               | <p>Essential</p> <ul style="list-style-type: none"> <li>• Competent in Microsoft products – word, excel etc</li> <li>• Consultancy delivery experience</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Working knowledge of CHC national framework</li> <li>• Project Methodology (PRINCE2/Agile)</li> </ul>   |
| <b>Profile:</b>                        | <ul style="list-style-type: none"> <li>• Experience of working in a CHC environment/health and social care</li> <li>• Ability to lead the execution of multiple consultancy projects - including large scale, client facing projects</li> <li>• Ability to interpret client requirements and work with project stakeholders</li> <li>• Experience in process mapping</li> <li>• Experience of facilitating client workshops with multiple stakeholders</li> <li>• Critical thinking and high-level problem-solving skills</li> <li>• Excellent time management skills with ability to work to deadlines</li> <li>• Track record of delivering consistently accurate and high-quality work</li> <li>• Track record of delivering measurable outcomes e.g. cost savings, quality improvements</li> <li>• Ability to communicate clearly, both verbally and in writing</li> <li>• Analytical and logical in approach with an attention to detail</li> <li>• Able to work on own initiative and be self-motivated</li> <li>• Competent in required project methodology</li> <li>• Anticipate and react to change</li> <li>• Demonstrates commercial awareness</li> <li>• Extensive travel required</li> </ul> |
| <b>Principal Tasks and Activities:</b> | <ul style="list-style-type: none"> <li>• Lead the planning and execution of multiple client facing CHC consultancy projects</li> <li>• Work with client to establish trusted relationships with key stakeholders</li> <li>• Establish clear project team roles (internal and external) with clear accountabilities and agreed escalation paths</li> <li>• Drive project team towards defined project scope, goals and deliverables, project tasks and resource requirements</li> </ul>  |

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|                              | <ul style="list-style-type: none"> <li>• Ensure resource requirements are available and allocated</li> <li>• Manage day-to-day operational aspects of the project(s) as required</li> <li>• Influence client stakeholders to keep project on track, escalating as required</li> <li>• Facilitate project meetings, calls and workshops with internal and client teams that drive decisions and actions</li> <li>• Undertake investigative workshops with client to create process maps</li> <li>• Work with Liaison's CHC team to create gap analysis and recommendations</li> <li>• Support client with re-design and implementation of new operating model, systems and process flows</li> <li>• Work with 3rd party suppliers and contractors to deliver project goals</li> <li>• Develop detailed project plan(s) to monitor and track progress and communicate as agreed</li> <li>• Create and maintain comprehensive project documentation</li> <li>• Measure project performance and outcomes using appropriate tools and techniques e.g. productivity / cost / error reduction</li> <li>• Anticipate and proactively manage changes to the project scope, schedule, and costs, and asses any wider impact on the business, the client and other CHC projects</li> <li>• Proactively identify and manage risks, escalating as required</li> <li>• Ensure projects are delivered on time and on budget, and in line with client expectations</li> </ul> |
| <p><b>Miscellaneous:</b></p> | <p>In addition the postholder will be expected to:</p> <ul style="list-style-type: none"> <li>• Undertake training deemed necessary for the pursuance of the post.</li> <li>• Ensure that Health &amp; Safety is observed in the course of employment.</li> <li>• Comply with the contract of employment and company policies and procedures.</li> <li>• Comply with any reasonable requests which may be communicated by the company from time to time</li> </ul> <p>This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.</p> <p>The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>   |