

NHS Midlands and Lancashire Commissioning Support Unit – Job Description

Transformation Consultant (Finance) – Band 8A



Who we are and what we offer

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) is part of the NHS family, both 'of' and 'for' the NHS and is pivotal in supporting major improvements in health and wellbeing for organisations across our partner Integrated Care Systems (ICSs) and their populations. We are integral to the healthcare systems we work in partnership with, and our philosophy is to face every new challenge and opportunity together with our partners.

Our mission is to be a great place to work, to be great people to work with, striving to be better tomorrow than we are today.

The Transformation Unit (TU)

The TU is an NHS organisation which operates as an NHS Internal Consultancy and provides a range of services tailored to the needs of each client in a more cost-effective way than other commercial consultancies.

The TU is hosted by NHS MLCSU. The TU works with clients to ensure that change is delivered within a strategic context and drive forward new thinking in how public services can be delivered differently, to be more effective, more efficient and achieve better outcomes for patients and service users.

The TU is innovative, with a track record of successfully delivering complex transformation programmes and major service reconfiguration. The post holder will support the TU to ensure that programmes and projects within its portfolio are planned and managed effectively.



Our Values

We live and work in line with our organisational values. They underpin who we are and how we build relationships both within our organisation, and with our clients, partners and the patients we serve.

We strive to achieve excellence in everything that we do, where everyone matters: our patients, our clients and you.

Our success is based upon the quality and skills of our staff. We put in a lot of effort to ensure they are happy, fulfilled, supported, and valued for their contributions to the overall aims and we are also focused on reducing our carbon footprint and delivering our services sustainably.

The TU Values

As an organisation we have developed a set of values that underpin the work that we do and our behaviour both personally and professionally. The motivating principles behind these values and behaviours include:

- Retaining the core values of the NHS
- Readdressing inequalities
- Raising standards
- Sharing the learning of achieving major transformation to other NHS organisations
- Growing a thriving and sustainable workforce of transformation professionals in the NHS for the NHS
- Significantly reducing the over-reliance on external support by providing flexible and credible internal NHS consultancy services
- Not for profit – reinvesting in health transformation knowledge and research
- With this in mind, we are all responsible for upholding our values and behaviours and expect the same from any successful candidate.

The TU Values are as follows:

People Focused	We have those who access and deliver health and care at the heart of all we do. We recognise, acknowledge and celebrate all contributions.
Driven	We respectfully challenge convention, ourselves and each other to excel. We have the strength, willingness and determination to make things happen.
Integrity	We act professionally with compassion, respect, responsibility and honesty. We do what is right and fair, not what is easy. We are accountable for all of our actions.
Empower	We actively support, develop and care for all our people. We value and ensure our health and wellbeing is our priority.



How we work

At MLCSU we embrace a flexible and agile working style that balances the needs of you as an individual, the team and our services. Your formal base will be Crossgate House, Sale, M33 7FT.

The TU predominantly operates in the Northwest of England. However, the post holder may be required to work at any establishment at any time throughout the duration of their contract, normally within the UK, or as set out under the terms of their contract.



A day in the life of a Transformation Consultant (Finance)

As a Transformation Consultant specialising in Finance, you will:

- Work closely with the wider TU to deliver projects and programmes within the TU portfolio.
- Provide detailed financial information, modelling and analysis inputs to support delivery of projects and Business cases.

- Develop and maintain collaborative working relationships with key senior level stakeholders, both internal and external.

Key Responsibilities

Planning and organising

- Undertake all forms of required work without direction, including making decisions and delivering required outcomes to deadlines.
- Develop project plans for complex, multi-stranded projects and facilitate collaborative working between the TU, other CSU teams and client teams / stakeholders.
- Lead and coordinate the development of long-term strategies and plans, including financial plans, for clients, including for challenging and complex scenarios.
- Identify and address interdependencies across projects and functions.
- Act as an expert to colleagues around financial aspects of complex project plans, advising on how best to plan and organise resources and identifying key risks, issues and mitigations.
- Be responsible for self-organisation/time management.
- Adjust plans as required to support the delivery of projects and initiatives on time, to quality standards and in a cost-effective manner.

Communications and relationship skills

- Develop and maintain collaborative working relationships with key senior level stakeholders, both internal and external. Foster relationships with established contacts and team members and proactively manage these relationships.
- Act as an ambassador for the Unit, communicating professionally in all contacts, including with senior stakeholders and clinicians, both face to face and via email.
- Provide finance support to project and programme leads, ensuring adequate briefings and notes are provided as required.
- Provide formal verbal and written updates to key governance meetings as required.

- Document the approach to and outputs of the finance workstream for both a financial and non-financial audience. Communicate highly complex information to a wide range of internal and external stakeholders in both informal and formal settings.
- Represent the TU locally and regionally as required.
- Lead and facilitate workshops, meetings and events. Effectively manage challenging meetings and diffuse issues. Deliver presentations to senior and challenging audiences.
- Act as a role model to junior team members in terms of finance and communications skills.
- Work collaboratively as part of a team whilst managing own workload.
- Understand and manage the implications of change on stakeholders, operating with a high degree of political awareness.
- Assist with freedom of information requests.

Research, Development and Audit

- Take responsibility for own learning and development, including identifying areas of learning that add to the knowledge base of the wider team.
- Undertake research to support projects and programmes.
- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information.
- Manage the collection, analysis, modelling and presentation of complex key data to provide evidence to support projects and programmes.
- Identify finance risks and issues and maintain risk registers and issue logs.

Responsibilities for Human Resources

- Take responsibility for a day-to-day range of staff management matters, including responsibility for supporting appraisals, development of staff, recruitment and where necessary processes such as grievance and disciplinary matters.
- Develop junior members of the TU team working on projects and provide project performance feedback.
- Work in conjunction with line managers and other job managers to assess and manage confidential information about individuals' performance and capability development.

- Support other members of the team.
- Promote an innovative, adaptable and collaborative culture within the team.

Responsibility for Patient Care

- Support projects and programmes that will improve patient care and outcomes.

Responsibility for Policy/ Service Development

- Identify areas for improvement in project management methodologies, tools, templates and documentation used by the team.

Develop tools, methodologies, documentation and approaches to specific client challenges which will be used by the wider TU team when working on those challenges. Act as the TU lead for financial methodologies and tools.

- Support the TU in growing and enhancing the range of services available to customers of the Unit.

Analytical and Judgement skills

- Define data requirements, design data collection methods and determine appropriate outputs.
- Assess the robustness of data and ensure data analysis for projects and programmes is sufficient and will stand up scrutiny.
- Analyse, interpret and present data to highlight issues and risks and support decision making. Present data in a variety of formats.
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases.
- Make appropriate judgements on highly complex data where there may be conflicting outcomes.
- Continuously track risks and issues relating to data. Quickly identify actual or potential failures to meet project requirements, and act accordingly to resolve issues and to inform team members as appropriate.
- Comply with policy on managing information.
- Adhere to all relevant information governance requirements and promote understanding of these requirements across the Team.

Responsibilities for physical and financial resources

- Adhere to and promote understanding of Midlands and Lancashire CSU financial policies and procedures including Standing Financial Instructions, Standing Orders and Scheme of Delegation.
- Constantly strive for value for money and greater efficiency.
- Develop and monitor budgets for client projects.
- Working with clients, undertake complex analysis to develop financial plans.
- Provide advice around complex financial issues to clients including ICBs and NHS Trusts

Responsibility for Information Resources

- Leads the development of financial systems and process as part of complex project work.
- Responsible for ensuring financial systems and processes designed for clients meet the required specifications and all other requirements e.g. accounting standards, information governance requirements etc.

Equality and Diversity

- Act as a Champion of equality in the provision of advice and support, ensuring that managers and colleagues comply with relevant legislation.
- Promote equality and diversity as part of the culture of the organisation.

Health & Safety

- Work in accordance with all the TU policies and procedures.
- Attend regular mandatory update training, including training on risk management policy and procedure.
- Identify and appropriately assess, and if necessary, escalate, risks that exist within the Unit or that arise during the delivery of the service.
- Provide incident reports and supporting documentation for any unexpected event or incident involved in.

Freedom to Act

- The post holder is guided by precedent; works within the constraints of terms and conditions of service, policies and procedures. Priorities are set but post holder manages own workload and works independently.

- Identify and interpret appropriate standards e.g. accounting standards and ensures our work meets the requirements of such standards.
- Works with clients to ensure that they have a clear understanding of standards and requirements and that these are built into all work as appropriate.

Other

- Deal with staff performance and disciplinary issues if required on an occasional basis.
- Work in office conditions with occasional travel to client sites.
- Spend long periods of time working on complex tasks on VDUs.



Key relationships

Internal

- Your role will report to Managing Consultant (Finance and Analytics)
- All project managers within the TU
- Other members of the TU

External

- Project sponsors and teams in ICBs, NHS Trusts, Local Authorities and other agencies



Opportunities for personal development and learning

MLCSU recognise that you deserve to develop your unique skill set. We encourage our staff to adopt a culture of learning to continually evolve and develop the organisation.

NHS Midlands and Lancashire Commissioning Support Unit – Person Specification

Transformation Consultant (Finance) – Band 8A

Each quality will be assessed in your application form (A), interview (I), test (T) or certificate (C).

Essential		Desirable	How this will be assessed
Your experience	<ul style="list-style-type: none"> 2-5 years of experience of modelling the financial implications of complex projects, and of presenting the resulting analysis to stakeholders in a clear and compelling way. Experience at working both independently and in a team-oriented, collaborative environment. Experienced in use of Microsoft applications, excellent Excel and Word skills. 		A/I
Your qualifications	<ul style="list-style-type: none"> CCAB Qualified Accountant with substantial post-qualification experience at senior level. Educated to master's level or equivalent level of experience of working at a senior level in specialist area. 		A/I/C
Your skills, knowledge and competencies	<ul style="list-style-type: none"> A good understanding of NHS finance and operations, including financial planning, CIPS, integration planning, PFIs and other cost and efficiency drivers, financial baselining and forecasting and an understanding of regulatory requirements. The commercial acumen, drive and enthusiasm to play a key part in further developing the TU's service offering. 	<ul style="list-style-type: none"> Knowledge and experience of transactions (mergers, acquisitions, disposals, joint ventures) and turnaround (performance improvement, cost 	A/I/T/C

	<ul style="list-style-type: none"> • Advanced analytical and judgment skills to enable judgments to be made on highly complex issues where no precedent exists. • Ability to make valid decisions without a full set of factors being available and to substantiate the decision reached • Ability to advise and influence through negotiation, persuasion, and motivation, executive officers, senior budget holders and other staff, including those within own team. • Ability to manage a diverse workload and to meet set deadlines. • Strong written and oral communication skills 	reduction, turnaround plans, forecasting, financial and operational regulatory reviews).	
Your personal qualities	<ul style="list-style-type: none"> • Highly organised – able to effectively prioritise and execute tasks in a high-pressure environment. • Flexible, adaptable and resilient. • Frequent use of a VDU for long periods during the working day. • Able to cope with shifting priorities and demands. • Able to react quickly to external influences and events. • Able to work in fast paced and exciting programme environment. • Able to travel. The postholder will be required to use road and/or public transportation to travel to key meetings & events. • Able to attend occasional meetings outside of normal working hours. 		A/I