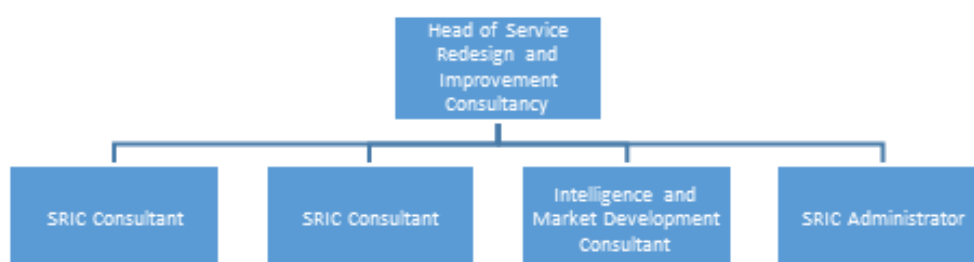


Service Redesign and Improvement Consultant

DIRECTORATE:	Policy, Campaigns and Improvement
SECTION:	Improvement Support and Innovation
REPORTING TO:	Head of Service Redesign and improvement Consultancy (SRIC)
CONTRACT:	18 months fixed-term



WORKING RELATIONSHIPS:

Inside Diabetes UK
Regional teams, Policy Knowledge and Insight team, Improvement Support and Innovation teams, finance, legal and IT teams
Outside Diabetes UK
Health Commissioners (e.g. CCGs), NHS Provider organisations (e.g. general practices, acute trusts, health boards), clinical networks (e.g. NHSE Clinical Networks, local diabetes networks), healthcare professionals, people with diabetes, partner consultancies, associate consultants.

OVERALL PURPOSE OF THE JOB

Diabetes is the most potentially devastating – and fastest growing – health crisis of our time, requiring ongoing high-quality care and support. There are currently 4.5 million people in the UK living with diabetes, and 11.9 million more at increased risk of getting Type 2 diabetes. There are many examples of good care across the UK but there is also wide variability.

Our SRIC consultants have a growing track record of delivering improved outcomes in diabetes care. The team use a range of effective tools and constantly innovate new ways to support improvement in diabetes care. We pride ourselves on offering simple and practical solutions to help services make progress, making good use of data and the sharing of best practice.

As a SRIC Consultant you will:

- Deliver support to a portfolio of NHS organisations improve the quality of diabetes care and outcomes for people with diabetes
- Work collaboratively with local NHS providers to identify areas for, and practical approaches to, improvement
- Support the development of the products, tools and services that enable us to support improvement

MAIN DUTIES AND RESPONSIBILITIES:

- Manage a portfolio of contracts with local NHS providers and commissioners
- Deliver improvement activities with local NHS organisations (primary, secondary and community care), including analysing data, building relationships and facilitating engagement
- Create a pipeline of potential clients/partners and secure contracts to an agreed income target
- Build networks to raise the profile of the service and your reputation as a source of support
- Support the development of measurement and evaluation tools, so we know the impact of our work
- Work in partnership with associates and other agencies to deliver joint projects
- Produce excellent proposals to meet the needs of local NHS organisations
- Innovate our tools and service offers working with SRIC team and other teams at Diabetes UK
- Maintain excellent relationships with Diabetes UK colleagues to ensure a good flow of intelligence and opportunities between SRIC and our teams

PERSON SPECIFICATION:

The best person for this job will be able to:

- Provide consultancy and practical support to improve diabetes care, working with primary care, secondary care and commissioners
- Oversee the marketing, promotion and selling of the service to relevant health organisations
- Manage contractual partnerships effectively
- Use data to target potential clients, understand their needs and develop tools to help them improve
- Build relationships with colleagues across Diabetes UK to share opportunities and intelligence
- Network across relevant health systems to raise awareness of the consultancy and personal reputation
- Work effectively with associates and partners
- Manage the income and expenditure of the team effectively
- Comfortably manage multiple deadlines and activities using appropriate project management techniques

The best person for this job will have experience in:

- Selling and delivering consultancy services
- Working with healthcare systems to improve services
- Persuading and influencing colleagues at all levels of health services
- Leading innovation and development of innovative improvement tools and approaches
- Leading and managing a complex portfolio of projects with successful outcomes
- Working in partnership with health service colleagues and other consultants to improve care
- Reporting on progress and managing risk

Desirable

- Improving diabetes care and support services
- Working in the charity sector

The best person for this job will be:

- Engaging and collaborative with a natural partnership approach to work
- A broad and inquisitive thinker with the ability to deliver clear and practical solutions
- Organised with a rigorous but flexible approach

- Able to command respect and create a sense of community amongst the key stakeholders
- Commercially minded with a strong focus on impact
- Able to communicate complex ideas simply