

Consultancy & Training Development Business Partner

Open Culture and Freedom to Speak Up

Job Description

Job Title	Consultancy & Training Development Business Partner Open Culture and Freedom to Speak Up
Reporting Line	Director of Strategy and Consultancy Services
Department/Client	Strategy and Consultancy Services
Job Purpose	<ul style="list-style-type: none"> <li>• Design, develop and continuously evolve GSL's consultancy services</li> <li>• Shape and grow a high-quality consultancy and training offer for influential stakeholder groups</li> <li>• Deliver services focused on cultural openness, employee voice, and organisational change</li> <li>• Support organisations to create environments where openness drives learning, improvement, and better outcomes</li> <li>• Apply consultancy expertise primarily within healthcare settings, with scope to expand into other sectors</li> <li>• Translate GSL's expertise into a compelling portfolio of practical tools, including diagnostic, advisory, and intervention solutions</li> <li>• Enable clients to identify barriers to openness and implement meaningful, sustainable improvements</li> <li>• Design and lead high-value programmes of ongoing training and professional development</li> <li>• Deliver targeted learning for key influencers, including senior leaders, Board members, Freedom to Speak Up Guardians, and specialist interest groups</li> <li>• Innovatively utilise digital and AI-enabled tools to enhance realism, engagement, reach, and learning impact</li> <li>• Ensure all work maintains trust, credibility, and strong ethical integrity</li> </ul>
Key Internal Organisational Relationships	CEO, Directors of Strategy & Consultancy Services, Growth & Partnership, and Operations. Operations Managers. Head of Communications, Marketing and Strategic Engagement. Business Partner – Data Analytics
Key External Relationships	NHS Boards. Senior organisational development leaders. National, regional, and local OD and training teams. Freedom to Speak Up Guardians. Senior client sponsors, commissioners, and system partners seeking consultancy support to strengthen speaking up culture and organisational openness.
Key Accountabilities	Development of GSL's consultancy services and tools, including the continued evolution of a distinctive, credible and high-impact consultancy offer. Creation of innovative consultancy and training products and programmes that meet client needs, reflect market expectations, demonstrate clear value, and are cost-effective and scalable to deliver.
Main Duties	<b>Consultancy and Organisational Development</b>

	<ul style="list-style-type: none"> <li>• Develop GSL’s consultancy services into a suite of robust diagnostic, advisory, and intervention tools</li> <li>• Strengthen GSL’s overall market offer while enabling self-sustaining improvement for clients</li> <li>• Build on GSL’s existing expertise and respond to real client needs</li> <li>• Ensure services are practical and deliverable within healthcare settings</li> <li>• Adapt and translate consultancy approaches for use in other sectors where cultural openness is limited</li> </ul> <p><b>Culture &amp; Freedom to Speak Up Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the development of Freedom to Speak Up (FTSU) and culture-focused training and consultancy content</li> <li>• Collaborate with NHS workforce representatives, FTSU Guardians, and lived experience contributors</li> <li>• Create offers that are authentic, credible, commercially relevant, and grounded in real-world practice</li> </ul> <p><b>Advanced Learning Design &amp; AI-Enabled Innovation</b></p> <ul style="list-style-type: none"> <li>• Design blended and reflective learning tools using digital, facilitated, and self-directed formats</li> <li>• Ensure GSL’s learning offer remains contemporary, distinctive, and impactful</li> <li>• Incorporate AI and emerging technologies to create adaptive and personalised learning pathways</li> <li>• Enhance learning experiences for individuals, teams, and organisations</li> </ul> <p><b>Programme Quality, Evaluation &amp; Impact</b></p> <ul style="list-style-type: none"> <li>• Establish meaningful evaluation approaches to demonstrate measurable impact and client value</li> <li>• Track and evidence change over time across programmes and interventions</li> <li>• Regularly review and refresh materials to reflect emerging insights, best practices, and national learning</li> <li>• Ensure alignment with system-wide developments and evolving sector priorities</li> </ul> <p><b>Stakeholder Engagement &amp; Thought Leadership</b></p> <ul style="list-style-type: none"> <li>• Build and maintain strong relationships with NHS organisations, senior leaders, FTSU Guardians, and system partners</li> <li>• Collaborate with stakeholders to shape, test, and continuously improve consultancy and training services</li> <li>• Strengthen GSL’s reputation as a trusted thought leader in speaking up and organisational culture</li> </ul>
Additional Duties	Contribute to wider organisational thinking and development, creating articles, briefings, case studies and ad-hoc learning resources on speaking up culture.
Qualifications	Relevant qualification in organisational development, learning & development, healthcare, psychology, or education.
Experience	<p>Essential</p> <ul style="list-style-type: none"> <li>• Significant experience of developing, positioning and delivering organisational development and / or consultancy services, including shaping offers in response to client need and market opportunity</li> <li>• Significant experience of training development, learning design or professional education, ideally as part of a wider consultancy or organisational development offer, linked to: <ul style="list-style-type: none"> <li>○ organisational culture</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ staff voice and psychological safety</li> <li>○ leadership behaviour and accountability</li> <li>• Deep understanding of culture change, healthcare culture, or closely related fields, with the ability to translate subject expertise into credible consultancy and development offers.</li> <li>• Strong grounding in working with senior leaders, adult learning principles, reflective learning, behaviour change and client engagement at a senior level.</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Direct experience working with Boards, Freedom to Speak Up Guardians or equivalent roles.</li> <li>• Knowledge of NHS structures, regulation, and the systemic dynamics that shape speaking up, alongside an appreciation of how consultancy services are commissioned, sponsored and used within complex systems.</li> <li>• Experience designing training on effective communication, power dynamics, or organisational culture</li> </ul>
Required Skills	<ul style="list-style-type: none"> <li>• Ability to design, shape and articulate consultancy tools, client offers and training content</li> <li>• High-quality facilitation, consultancy and training delivery skills</li> <li>• Strong relationship building, influencing and client partnership skills</li> <li>• Programme, project and service development delivery skills</li> <li>• Demonstrable ability to use digital tools and AI creatively and responsibly in learning design</li> <li>• Excellent written and verbal communication skills, including the ability to engage, challenge and advise senior leaders and clinicians with credibility</li> </ul>
Personal Disposition	<ul style="list-style-type: none"> <li>• Highly credible, thoughtful and emotionally intelligent, with the presence to work confidently with senior clients and sensitive issues</li> <li>• Comfortable working with ambiguity, complexity and sensitive material, while maintaining sound judgement and professionalism</li> <li>• Innovative, strategic and pragmatic, with the ability to turn ideas into credible and usable consultancy solutions</li> <li>• Strong personal alignment with the values underpinning Freedom to Speak Up</li> </ul>