

Job description

Job title: **Managing Consultant**

Reports to: **Chief Operating Officer**

Principal accountabilities:

Manage consultancy activity to grow Consultancy contribution and deliver quality Consultancy. Lead and develop the consultancy team. Contribute to sales strategy for consultancy, provide direction for commercial decision making and business development activity for consultants and directly support sales team in business development meetings and proposal writing. Manage key Consultancy projects and deliver high quality consultancy.

1. Financial and Commercial Management

- Responsibility for the Consultancy budget, set and manage the budget and ensure that regular revenue and cost forecasts are generated.
- Ensure sound commercial decisions are made in the Consultancy business: ensure client projects achieve target margins, whilst meeting customer needs and maintaining competitive pricing.
- Manage consultancy resources to generate targeted profit contribution. Actively manage utilisation and associate spend.

2. Leadership of the Consultancy Team

- Achieve or exceed the behaviours required of managers set out in the OPP People Management Charter.
- Lead and manage the UK Consultancy team effectively: recognise, develop, motivate, and engage individuals and the team.
- Recruit talented staff, develop and retain talent. Actively manage attendance and ensure that any performance issues are addressed in a timely manner
- Conduct regular (monthly) one to ones, run annual performance reviews, set challenging and achievable KPIs.
- Encourage employees to take responsibility for making their agreed PDP activities happen and provide the support, facilitation and planning to ensure this is possible. Be resourceful in seeking out development opportunities at no/low cost and through use of L&D budgets.
- Actively contribute to management of external consultant pool in line with business needs and longer term strategy
- Maintain and grow links between consultancy and other parts of OPP

3. Quality and client satisfaction

- Manage the team to deliver high quality interventions. Establish and ensure relevant processes are in place to monitor and manage quality. Ensure client feedback and complaints are recorded and handled professionally. Ensure feedback is provided to team members and associates to both recognise achievement and address performance issues.
- Conduct client review meetings as necessary and report findings.

4. Business Development

- Actively contribute to sales and promotion strategy and planning for consultancy. Proactively liaise with sales and marketing teams to ensure appropriate actions are taken to support achievement of Consultancy targets.
- Introduce processes to involve Consultants in proactively developing opportunities with targeted clients, working in a complementary and co-ordinated manner with the Sales team (buddying). Motivate Consultants to drive sales and ensure the Consultancy team bonus motivates the right behaviours.
- To take the lead in preparing proposals. Work with the Operations Manager and sales team to ensure that opportunities are qualified, commercial bid/ no bid decisions made, work is accurately scoped and costed such that allows OPP to achieve the appropriate quality and to maximise profitability.
- Review proposal content for all key proposals produced by the team. Coach and develop business development and proposal writing skills in the team, following internal business development processes
- Understand client strategic needs and personally develop business opportunities in line with these. Provide sound technical expertise, credibility and an understanding of the commercial environment to engage with clients at senior levels (equivalent of HR Director level). Articulate the value added by working with OPP.
- Follow agreed business development process
- Seek and act on feedback from sales team

5. Project Management and Delivery

- Manage client projects to achieve average project contribution of at least 50% and target day rates. Negotiate competitive associate day rates
- Follow project management procedures:
 - Brief project team and co-ordination support team
 - Save project documentation in client folder on shared drive
 - Provide data to co-ordination to prepare monthly invoices
 - Provide accurate revenue phasing each month
 - Secure case study permission from client where possible
 - Use Epicor 9 once implemented
- Deliver Consultancy work to high standard and seek and act on feedback from clients and colleagues.

6. Developing Consultancy

- Support development of innovation in consultancy.
- Ensure that Consultancy contributes to OPP's strategy: showcasing OPP's products, supporting the development of case studies, support OPP's wider marketing efforts including contributing to social media and PR activities.
- Encourage and support knowledge sharing in the team and across OPP

Carry out other such duties as may reasonably be required, commensurate with the grade of this post.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

Person Specification

Factor	Essential	Desirable	Means of Assessment	Criteria to be used to shortlist
Professional qualifications /training	<ol style="list-style-type: none"> Chartered or eligible for Chartership of BPS or equivalent post graduate qualification. Level A and B Qualifications in assessment and development psychometric tools 	3. 16PF, MBTI and/or FIRO-B qualified	CV	1,2,3,4
Relevant experience	<ol style="list-style-type: none"> Wide range Business development experience: following BD processes; following up leads, exploring client needs, preparing and presenting proposals; attending sales calls and presentations and closing consultancy sales. Track record of credibility in delivering a wide range of business psychology consulting solutions and applying psychometric tools and techniques to a broad range of clients (sector and seniority) in a commercial environment. Experience of delivering development and assessment interventions. Design and delivery of consultancy without supervision (e.g. team building, AC/DC, team / group facilitation one to one coaching, psychometric feedback). Hands on experience of managing projects without supervision. 	8. Experience of contributing to marketing, e.g. writing articles / case studies for internal and external publications and presenting.	CV/ interview/ assessment exercises	1,2,3,4, 6, 7,8
Knowledge	<ol style="list-style-type: none"> Expertise in one of the following: Leadership, Teams, Talent Acquisition and Management 	2.Expertise in more than one area	CV/ interview	1,2,

opportunities



unlocking potential

Competencies	Interpersonal Effectiveness Client Focus Problem Solving and Judgement Resilience and Flexibility Planning and Organisation Commercial Focus Team Working	Innovation and Initiative Written Communication Technology Orientation Self Development Integrity Passion, Commitment and Drive	Interview and psychometrics	
Special requirements	Ability to travel frequently within the UK and Europe and attend client premises	Fluency in a second European language would be an advantage		

Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position of Managing Consultant are as follows:

1. Salary

Commensurate with experience and skills

2. Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum (pro-rata as appropriate)
 - Free individual private healthcare or dental cover
 - Group personal pension scheme where OPP matches individual contributions between 3% and 5% (eligible to join after three months)
 - Life assurance, paying four times salary
 - Parking available on site
 - Employee Assistance Programme
3. The contractual notice period for staff in the above post is 2 months on either side.
 4. The probationary period is normally 3 months.
 5. Hours of work: 37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility

Applications

To apply, please send/email your CV with a covering letter to the Human Resources Department, OPP Ltd, Elsfeld Hall, 15-17 Elsfeld Way, OX2 8EP.

Email: - careers@opp.eu.com

For further information, visit the OPP Website at www.opp.eu.com