

## Role profile

### Description of role and context

Job title	Senior Consultant		
Department/team	Professional Services	Hours of work	37.5 hrs per week
Line manager	Director of Professional Services, Europe	Line reports	None

### Role purpose

To play an active role in Consultancy business development. To design and deliver Consultancy services that meet client needs in The Myers-Briggs Company's core solutions areas, including leadership and team development, talent acquisition and management. To project manage these interventions where required.

### How this role fits into the business

This role sits within the European Professional Services, Consultancy function. This team contributes to the overall success of the business through several streams of work. The first is direct consultancy with senior clients to meet their needs, generate revenue and build the reputation of our brand. Consultancy also works with many of our clients (although not all) using a range of The Myers-Briggs Company's assessments, this provides depth of insight for clients, value for their investment and also generates impactful case studies and submissions for industry awards. Our work is also used to capture client insights and keep the wider business connected to these business challenges and provide evaluation of an impact of our assessments and consultancy work.

### Key responsibilities

#### 1. Business Development

- To play an active role, in conjunction with the Sales team, in following up Consultancy leads and winning work. Providing sound technical expertise and demonstrating interpersonal skill and professionalism in interactions with senior level client contacts (equivalent of HR Director level). Articulating with credibility the value added by working with The Myers-Briggs Company.
- To take the lead in preparing proposals as required. Working closely with the Head of Operations and UK Sales Team to ensure pieces of work are accurately scoped and costed in a way that allows The Myers-Briggs Company to achieve the appropriate quality and to maximise recoverability.
- To follow internal business development processes effectively and encourage others to do the same.
- Contribute to The Myers-Briggs Company's marketing, such as planning and attending breakfast seminars, contributing to articles / case studies, representing The Myers-Briggs Company at conferences, etc.

## 2. Consultancy Delivery

- To design and deliver consultancy projects to high quality standards (without close supervision). Projects may include:
  - Designing assessment and development centres (taking the lead with minimal support)
  - Designing bespoke exercises (either making a significant contribution or taking the lead)
  - Assessing on a range of assessment centres, including acting as lead assessor at middle management level
  - Assessing and providing in-depth feedback at development centres
  - Conducting follow-up action planning/ Personal Development Planning sessions
  - Writing in-depth feedback reports from assessment or development centres e.g. integrating psychometrics, observations, 360 feedback
  - Selecting and working proactively with Associates, providing guidance and feedback.
  - Designing and delivering team and group events at middle management level, facilitating groups to address issues such as communication, change, conflict or leadership.
  - Working at all levels including senior management level in all aspects of talent management and development work.
  - Contributing to the design and delivery of leadership development programmes.
  - To observe, support and train on our internal assessments (MBTI, Firo etc) on public or 'inhouse' courses as required
- To act as an effective project team member, managing own time such that work is delivered to the required quality standard, on time and such that recoverability can be maximised, communicating actively with the project manager and other team members. Co-operating and supporting team members as appropriate.

## 3. Project Management

- Manage projects effectively and without the need for supervision. Ensure that projects are delivered profitably and to an appropriate level of quality and that the client relationship is handled effectively in conjunction with the Sales team.
- Working closely with the Head of Operations and Consultancy Coordination team, obtain suitable permanent and Associate resource to deliver high quality service to the client.
- Follow The Myers-Briggs Company's/ clients' project management processes including regular and timely monthly reporting, regular and accurate invoicing, informative post implementation review, incorporating client feedback and provision of feedback to Associates.

#### **4. Knowledge Development**

- Contribute to the development of new offerings and research, in line with The Myers-Briggs Company's priorities.
- Speak to clients knowledgeably about The Myers-Briggs Company products and services.

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

### Knowledge

#### Essential:

- Expertise in one of the following: Leadership and Management Development, Teams, Assessment

#### Desirable:

- Expertise in more than one of the 'Essential' areas

### Experience

#### Essential:

- 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 on small to medium bid (<100K)
- 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 (middle manager level) in a commercial environment.
- 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 small to medium sized projects without supervision. (£50-100K)

#### Desirable:

- Experience of contributing to marketing, e.g. writing articles / case studies for internal and external publications and presenting.

### Qualifications / training

#### Essential:

- Chartered or eligible for Chartership of BPS or equivalent post graduate qualification
- Level A and B
- Qualification in other psychometric tools

#### Desirable:

- A L MBTI and/or FIRO-B qualified level or graduate level education

## Person specification continued

### Behavioural competencies

This section highlights the behaviours from the TheMyers-BriggsCo competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency		Competency	
Client focus		Integrity	
Interpersonal effectiveness		Problem Solving and Judgement	
Planning and organisation		Resilience and flexibility	
Team working		Commercial Focus	

## Summary of main terms and conditions of employment

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

### Salary

Commensurate with experience

### Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare and dental cover
- Group personal pension scheme where The Myers-Briggs Co matches individual contributions between 4% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Long Term Disability Insurance

### Notice period

The contractual notice period for employees in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

### Probationary period

3 months

### Hours of work

Full-time 37.5 hours per week

Date role profile updated: July 2019