

Role profile

Description of role and context

Job title	Head of UK Professional Services		
Department/team	Professional Services	Hours of work	37.5 hours per week
Line manager	Chief Financial and Administrative Officer	Line reports	<ul style="list-style-type: none"> - Principal consultants - Senior consultants - Trainers - Professional Services Operations Manager

Role purpose

The Head of UK Professional Services is responsible for the delivery of certification training and consultancy services in the UK.

How this role fits into the business

This operationally strategic role heads up the Professional Services department and plays a key part in driving the recovery of The Myers-Briggs Company post Covid-19 as well as aligning Professional Services with the strategic direction of the business.

Key responsibilities

Leading the UK PS business

- Ensure that UK Professional Services revenue, both training and consultancy, is delivered to meet clients needs and expectations, maintaining the company's professional standards, resourcing appropriately with relevant qualified staff/associates as well as overseeing the profitability of assignments and the overall department.
- Responsible for proposing/setting strategy for UK Professional Services that supports and compliments the wider company strategy. Ensure the knowledge, skills and experience of the trainers and consultants is leveraged in the development of new company products and services.
- Work with Sales and Consultancy Operations as part of the BIDs team to review new consultancy opportunities. To oversee the BD process, manage consultancy resource and support the team in responding to new opportunities, winning work, project managing and delivering all consultancy engagements.
- Work with the Professional Services Operations Manager to ensure that the public training schedule is launched by end of Q3 for upcoming year. Ensure public and inhouse training resourced and successfully delivered, working with Trainers and Operations.

- Work closely with sales and marketing colleagues to ensure that appropriate campaigns and/or collateral are available to promote and sell PS offerings (training and consultancy). Ensure that strong relationships are built between PS and sales to support effective and collaborative work on business development.
- Work with regional PS leaders and sales colleagues to systemically drive toward greater consistency in the operation and delivery of consultancy services across TMBC offices to ensure the efficient development and profitable delivery of multi-territory client work.
- Ensure efficient and effective processes are in place to support business development, operations and the design and delivery of work. Set a culture in UK PS of continual improvement, consistency, quality and tracking key metrics to monitor the health of the UK PS function.
- Support with delivery on client projects as and when needed.

P&L responsibility and utilisation

- Manage the UK PS P&L to deliver positive net margin/contribution.
- Ensure annual budgets are built for the UK business and link these to resource and utilisation plans for PS staff.
- Set and annually review utilisation targets for PS staff balancing delivery with other work that supports the wider business and priorities.
- Ensure adequate staff and associates are available, with the necessary skill, knowledge, and experience to meet delivery requirements. Strive for a scalable, flexible, and cost-effective resource model.
- Ensure that Consultancy client delivery projects and Training programs are realistically costed to support profitable revenue generation and organise profitability reviews as appropriate (note: sales prices and therefore planned margin are the responsibility of sales leadership and product managers respectively).

Quality, client satisfaction and impact analysis

- Ensures that direct reports and their teams' work are of the appropriate quality, meeting customer needs, delivering high quality solutions in a pragmatic and profitable way.
- Ensures consultants and trainers are appropriately developed and trained to develop business (business development work happens in conjunction with the sales team) and to design and deliver standardised programs and consultancy.
- Ensure relevant processes are in place to monitor and manage quality. Ensure customer feedback and complaints are recorded and handled professionally, following the company complaints policy. Ensure feedback is provided to both recognise achievement and address performance issues. Systematically use customer feedback and evaluation data to provide the rest of the business with insights into customer needs and to drive quality improvements.

- Ensure that impact analyses are promoted to customers and where possible built into consultancy interventions. Encourage and support the development of case studies working with marketing to produce these.
- Ensure that all aspects of the administration of learning programmes and consultancy projects are carried out efficiently and to appropriate quality standards.

Leadership of line managers and teams

- Achieve or exceed the behaviours required of managers in The Myers-Briggs Company. Strive to role model company values and behaviours.
- Lead and manage the direct reports and teams effectively: recognise, develop, motivate, and engage individuals and teams. Ensure succession plans are in place for key roles. Develop managers in the line to become excellent people managers.
- Recruit talented staff, develop, and retain them. Actively manage attendance and ensure that any performance issues are addressed in a timely manner.
- Conduct regular (monthly) one to ones, run performance reviews, set challenging and achievable goals. Ensure that managers hold regular team meetings.
- Encourage employees to take responsibility for making their agreed Personal Development Plan (PDP) activities happen. 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 available L&D budgets.

Support for the wider business

- Work closely with Product Management to ensure that standard programs, e.g., certification programs, are maintained and developed to meet the needs of the market and ensure practitioners are trained effectively. Ensure that there is a steady drive towards greater consistency in the syllabus, learning outcomes and materials used on standardised programs across the world.
- Work closely with Product Management and Marketing to ensure that PS resource and insight is provided, in line with company priorities, to the development or review of content for new products, programs and marketing campaigns and events.
- Work with HR Department as directed by the VP HR/OD on internal staff development projects and supporting the business with recruitment as and when necessary.

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

Experience

Essential:

- Minimum 10 years working in a commercial environment (training and or consultancy)
- 3+ years managing a delivery team
- Proven ability to build and develop a team of consultants/trainers
- 2+ years' experience of managing a P&L
- Credibility with senior level teams and leaders in a range of industry sectors
- Experience of collaborating closely with professional sales colleagues to sell and project manage complex and high value pieces of work (\$100k+)

Desirable:

- Experience in developing new IP for use in consultancy or practitioner development offerings
- Track record of continual development of own professional knowledge and skills
- Experience managing an associate network

Technical skills and abilities (or technical competencies)

Essential:

- Strategic thinking skills
- Commercial skills
- Business development skills
- OD and facilitation skills
- Presentation skills
- Ability to use Excel at an intermediate level

Desirable:

Qualifications / training

Essential:

- Masters level degree in psychology or related field

Desirable:

- Chartered Psychologist, Occupational Psychologist
- MBTI and FIRO qualified

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	Level	Competency	Level
Client focus		Commercial focus	
Innovation and initiative		Integrity	
Interpersonal effectiveness		Passion, commitment and drive	
Planning and organisation		Problem solving and judgement	
Resilience and flexibility		Self development	
Team working		Managing and leading	
Written communication		Technology orientation	

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 staff 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

37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility.

Date role profile updated: July 2021