



IMPACT

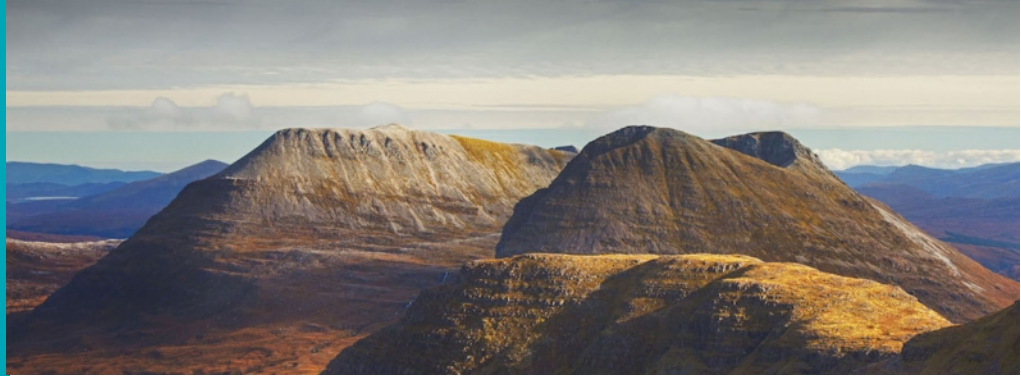
# Consultant

**The finer detail...**



# Senior Consultant

The finer detail



## Read on for more info...

**Job Title:** Consultant

**Department:** Solutions – Consulting Services

**Reports to:** VP – Consulting Services

**Location:** Impact Americas, ideally commutable to an Impact office

## Role Summary

Consultants play a number of critical roles that contribute to Impact's success through effective client work, including the design and delivery of innovative, powerful, and effective development solutions. Impact is a highly collaborative environment that requires the Consultant to creatively navigate and use all resources available to solve problems and innovate across interdependent functional adjacencies to actively promote a learning culture with the global business.

The Consultant role provides expertise and perspective as an innovative and collaborative member of Impact's Client Service Teams, positioning Impact to *liberate human potential* as a world-class experiential learning organization.

## Duties and Responsibilities

### External Client-Facing

- Partner with Lead/ Senior Consultant to design and deliver Impact's range of solutions at different business levels and across industry sectors, bringing confidence, passion, and inspiration to the client consulting process.
- Act as the main point of contact between the Lead Consultant and Program Manager; attend design and team meetings to ensure deep understanding of client's needs and design and delivery is completed within scope and agreed timeframes.
- Develop strong working knowledge of Impact's methodologies, pricing structure, contracting, and invoicing process.
- Leverage prior experience to develop innovative solutions in virtual and face-to-face contexts and facilitate the learning experience for participants – in real time and in the moment – around real challenges and consequential experiences.
- Complete design work to include facilitator guides, run sheets, slide decks, learning journals, briefs, virtual layouts and any resources needed and managing changes in collaboration with Lead/ Senior Consultant and Program Manager.

### Supporting Responsibilities

- Provide consulting support to Business Development, Account Managers and Marketing, as needed to support commercial opportunities.
- Leverage existing knowledge, skills, and experience to add to our consulting services across the team, both full-time and Associate.
- Identify and proactively seek opportunities to consistently develop personal skills and knowledge for self and others.
- Act as a protégé for specific methodologies, such as Immersive Leadership Challenge, Participant Led Development Center and Experiential Projects.
- Maintain relationships with external partners and research program resources for key methodologies, such as In-Market Journeys and Community Action Learning.
- Contribute to strategic projects that are aligned with Impact Americas and global business priorities.





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##### Knowledge, Skills & Abilities

- Past experience and digital fluency (asynchronous and synchronous) with applying experiential learning methodologies to client design and delivery solutions
- Demonstrate high performance by working autonomously in a self-directed manner and in collaboration with colleagues.
- Strong teaming skills with the ability to support colleagues' creativity, build trust, respectfully disagree, and learn from mistakes.
- Client-focus in a fast-paced environment with the ability to work under pressure, deliver on tight deadlines, and a proven ability to prioritize and manage complex projects and multiple stakeholders concurrently.
- Passion and enthusiasm for developing people of all levels from early career to executive board level through applying innovative approaches, generating life-changing experiences.
- Willingness to go above and beyond to deliver excellent client service in the pursuit of positive results for individuals, groups, and client organizations, while maintaining programmed profitability.
- Demonstrated background of agility, comfort with ambiguity, and the ability to be decisive, resilient, and flexible.
- Excellent written and verbal communication skills, with proficiency in Microsoft Office applications, such as Teams, PowerPoint, Word, Excel, etc.
- Proficiency in languages other than English for facilitation is an advantage.

##### Work Context

- This role is split between time working directly with clients (face-to-face or virtually) and time working from an Impact office or at home.
- First year of employment will focus on program delivery as part of the on-boarding process.
- Ability to work non-traditional hours, as needed when engaging with global clients and global Impact colleagues.
- Available for longer working hours, as needed; face-to-face program engagement is typically 10 hours per day but may need to be adjusted to meet specific client requirements, in cases of unexpected occurrences, last-minute changes or delays.
- Ability to travel to provide onsite program support, as needed.

##### Education & Experience

- 4-year bachelor's degree or combination of education and work experience
- 2+ years of experience in Learning & Development, Program Design or Human Services

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#### Here's some stuff we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and 401k contribution are all in there too.
- We're a Great Place to Work® – it's official!
- Wellbeing – health care scheme available to all.
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the Impact Academy or externally) to learn, develop and progress in your career.
- Celebrating successes – no matter how great or small.
- Caring for each other – we always have each other's backs.
- Finding opportunities to support our local communities around the world.
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

# Would you like to join our team?

We'd love to hear from you if you like the sound of us  
and you think we'll like the sound of you!

Apply via our website

