

DEVELOPMENT CONSULTANT

Reporting to: Head of Consulting

Global vision

- To be the best experiential learning business in the world - best people doing the best work
- To be a great place to work
- To be a model of responsible business - profit, people, planet

Key role purpose

Impact's Consultants create immensely powerful learning experiences that have a profound and lasting effect on people and organisations

Key objectives

- Develop, design and deliver innovative, powerful and effective development solutions
- Generate revenue by growing key client accounts, in partnership with business development
- Ensure that Impact continues to be a world class experiential learning organisation
- Actively promote a learning culture within the business

Key Responsibilities

- Working alongside business development throughout the sales process in a consulting capacity, to guide the strategic design and planned delivery process
- Providing solution architecture, detailed design and lead facilitation to create solutions that exceed client expectations
- Leading and managing new and existing key client accounts and identifying sales opportunities
- Bringing confidence, passion and inspiration to the client consulting process
- Acting in a trusted advisor capacity to our clients.
- Managing the commercial aspects of design and delivery to maintain programme profitability
- Managing the lead key client engagement to ensure they are delivered consistently, in line with Impact brand values
- Ensuring that all programmes are evaluated for behavioural change and business improvement
- Confidently delivering Impact's range of solutions at different business levels and across industry sectors
- Actively supporting our proposition development and innovation initiatives in their creation, development and implementation.

Success Criteria

- Delivering excellent client service and first class development solutions, whilst maintaining programme profitability
- Maintaining excellent client relationships and successfully leading complex projects involving multiple stakeholders
- Growth in accounts through outstanding programmes and client relationships