



IMPACT

Senior Consultant

Reporting to VP – Consulting
Services – Impact Americas

Role description





Senior Consultant Impact Americas

About Impact

Impact transforms organizations by liberating human potential. We do this through our unique experiential learning practice that has been honed over 40 years of collaborating with world-class companies, facilitators, and thought leaders around the globe.

Role Summary

Senior Consultants play many critical roles that contribute to Impact's success, from designing and delivering innovative and transformative solutions to building rapport with client-side senior executives to serving as trusted advisors on organizational change and leadership development challenges. Impact is a highly collaborative environment that requires the Senior Consultant to solve problems creatively and resourcefully, sometimes requiring innovations that span interdependent functions and actively promote a learning culture across the global business. The Senior Consultant role provides expertise and perspective as an innovative and collaborative member of Impact's many Client Service Teams, positioning Impact to liberate human potential as a world-class experiential learning organization.

Duties & Responsibilities

External Client-Facing

- Take lead on solution mapping, design, and delivery for multiple clients using Impact's range of solutions that reach varying leadership levels and across industries. Bring confidence, passion, and inspiration to the client consulting process by orchestrating efforts through and with clients, the Impact Client Service Team, Impact Associates, and other vendors.
- Exceed client expectations as a trusted and capable advisor, designer, and delivery partner on a regional and international scale, as required (approximately 100 days/year), representing approximately a \$1M book of business on an annual basis.
- Leverage prior experience to develop innovative solutions in virtual and face-to-face contexts by facilitating the learning experience for participants – in real time and in the moment – around real challenges and consequential experiences.
- Represent Impact brand values with clients, Client Service Teams, and America's team and maintain a strong working knowledge of Impact's methodologies, pricing structure, client budget, contracting, and invoicing process.
- Partner with Business Development to provide consulting support including sales calls, RFP submissions, proposal writing, and commercial growth opportunities within existing client accounts.



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Supporting Responsibilities

- Partner with Marketing to advise and create targeted content, as needed.
- Identify and proactively seek opportunities to consistently develop personal skills and knowledge for self and others; leverage existing knowledge, skills, and experience to add to our consulting services across the team, both full-time and Associate.
- Conduct research, as needed and actively support our proposition and innovation initiatives in their creation, development, and implementation.
- Operate as a strong member of the Impact global team, as needed and participate in strategic projects that are aligned with Impact Americas and global business priorities.
- While this role does not oversee direct reports, per se, Impact expects all staff to demonstrate leadership mindsets and behaviors that align to our brand, purpose, and propositions, in support of the work and one another.

Knowledge, Skills & Abilities

- Digital fluency with virtual learning design and delivery with extensive experience in synchronous and asynchronous methods, including proven history of experiential learning approach and activities.
- Demonstrate high performance by working autonomously in a self-directed manner and in collaboration with colleagues via 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 Zoom, Teams, PowerPoint, Word, Excel, etc.
- Proficiency in languages other than English for facilitation is an advantage.

Work Context

- The Senior Consultant role is split between time working directly with clients (face-to-face and/or virtually) and time working from one of our regional Impact offices or at home.
- Must have the ability to work non-traditional hours, as needed when engaging with global clients and global Impact colleagues.
- Must be 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.



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Education & Experience

- Required: 4-year bachelor's degree or commensurate working experience beyond our minimums listed below.
- Required: 5+ years experience facilitating in person and virtual corporate/organizational learning programs
- Preferred: 4+ years of experience in Learning & Development, Instructional Program Design, Talent Development, Human Resources
- Strong background in industry, education, human resources, coaching or consultancy

Recruitment Process & Expectations

- Resume submission reviewed
- First round behavioral interview, lasting about 60 minutes
- Second round mock facilitation + Client Service Team experience, lasting about 90 minutes
- Final round Leadership Interview, lasting about 30 minutes

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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 planning available.
- We're a Great Place to Work® – it's official!
- Wellbeing – 25 vacation days, flexible work environment and health care coverage for employees is fully covered, family plans available with contribution
- 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?!



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