



IMPACT

Senior Consultant Impact UK

Role description





Senior Consultant Impact Americas

About Impact

Impact transforms organisations by liberating human potential. We do this through our unique experiential learning practice that has been developed 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 our clients and senior executives, to serving as trusted advisors on organisational change and leadership development challenges.

Impact is a highly collaborative environment that requires our Senior Consultants 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 organisation.

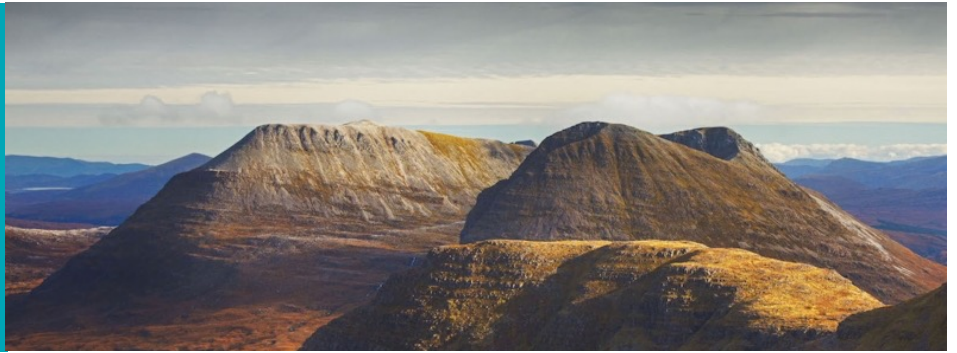
Duties & Responsibilities

External Client-Facing

- Take the lead on solution mapping, design and delivery for multiple clients using Impact's range of solutions that reach a range of leadership levels and industries.
- Bring confidence, passion and inspiration to the client consulting process by orchestrating efforts through and with clients, the 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.
- 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 Impact UK's team as well as maintaining 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 our global team, as needed, and participate in strategic projects that are aligned with Impact UK and global business priorities.
- While this role does not oversee direct reports, per se, Impact expects everyone in the team to demonstrate a leadership mindset and behaviours 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 to prioritise 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 organisations, whilst maintaining programme 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 but not essential.

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 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 programme 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 here
- Required: 5+ years experience facilitating in person and virtual corporate/organisational learning programmes
- Preferred: 4+ years of experience in Learning & Development, Programme Design, Talent Development, Human Resources
- Strong background in industry, education, human resources, coaching or consultancy

Recruitment Process & Expectations

- Resume submission reviewed
- First round behavioural 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 non-contributory pension scheme are all in there too.
- We're a Great Place to Work® – it's official!
- Wellbeing – health insurance is included in your package
- 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?!

