



IMPACT

Senior Consultant

The finer details...



IMPACT



Senior Consultant Job Description Impact Americas

Job Title: Senior Consultant

Department: Solutions – Consulting Services

Reports to: VP – Consulting Services

Location: Impact Americas, ideally commutable to an Impact office

Role Summary

To contribute to the success of Impact through effective client work including the design and delivery of innovative, powerful and effective development solutions. Being an effective member of Client Service Teams to ensure that Impact continues to be a world class experiential learning organisation, building organizations worth working for. Contribute to other activities that are interdependent with other functional areas and to actively promote a learning culture within the business.

Duties and Responsibilities

Fee Earning

- Provide solution architecture, detailed design and lead facilitation to create solutions that exceed client expectations and meet their needs regionally and internationally when required (approximately 100 days)
- Maintain a key role as a Lead Consultant within a Client Service Team on client accounts valuing approximately \$1,000,000.00 book of business, on an annual basis.
- Partnering with Account Directors to identify further opportunities within existing client accounts
- Ensure consistent high quality of client experience and when necessary lead the rest of the Impact delivery team, in line with Impact brand values
- Deliver Impact's range of solutions at different business levels and across industry sectors with confidence, passion and inspiration to the client consulting process
- Have a strong working knowledge of Impact's methodologies, pricing structure, client budget, contracting and invoicing process
- Leverage prior experience to develop innovative solutions in virtual and face to face contexts
- Facilitating the learning experience for participants, live and in the moment, around real challenges and consequential experiences
- Ensuring there is a healthy and safe working environment for participants and colleagues
- Ensure that all programmes are evaluated for behavioural change and business improvement

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Fee Contributing

- Contributing to strategic projects as aligned with the Americas business priorities
- Supporting colleagues in sales with consulting support including sales calls, proposals and pricing
- Actively support our proposition and innovation initiatives in their creation, development and implementation
- Leverage existing knowledge, skills and experience to add to our consulting services across the team, both full time and associate

Professional Development

- Proactively seek opportunities to consistently develop personal skills and knowledge for yourself and others

Criteria	What are we looking for?
Education/ Experience	<ul style="list-style-type: none">• A strong background in industry, education, human resources, coaching or consultancy• At least ten years experience of working with corporate groups of people in a learning environment
Knowledge, Skills and Abilities	<ul style="list-style-type: none">• The ability, skill and enthusiasm to work with groups of people from early career to board level• A passion for developing people through our innovative approaches, generating life changing experiences• The ability to design and manage learning/consultancy solutions to help organisations achieve business results• A willingness to do whatever it takes to get a positive and practical result for individuals, groups and client organisations• Proven ability to prioritize multiple deliverables• The ability to deliver our work in languages other than English is an advantage• Strong teaming skills for working with colleagues within Client Service Teams, the Consulting function and all other colleagues• Some exciting life experiences that mark you out as someone a bit different whom we'd be really interested in meeting



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- Delivering excellent client service and first-class development solutions, whilst maintaining programme profitability
- Maintaining excellent relationship management and skills, whilst leading complex projects involving multiple stakeholders
- Continuously engaging clients regarding their exact needs and envisioning solutions on their behalf. Acting in a trusted advisor capacity
- Operating as a strong member of the Impact global team

Work Context

Impact's Global Vision:

- To be the best experiential learning business in the world – best people doing the best work
- To be a great(er) place to work
- To be a model of sustainable enterprise – balancing people, planet and profit

Job effectiveness requires the ability to be flexible, decisive, and manage pressure in a fast-paced environment, particularly when faced with unexpected occurrences or delays.

The role is split between time working directly with clients and other time working from an office or at home. Work is performed generally indoors but can involve outdoor components during the delivery of specific program methodologies such as experiential projects or Community Action Learning Projects.

The program engagement is typically 10 hours a day but may require longer working hours to meet specific client requirements, especially if there are delays or last-minute changes.

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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



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