Consultant – Position Description

Job Purpose

Manages a small to medium portfolio of clients and assists with larger consulting projects by delivering high quality and profitable consulting services. Achieves a designated sales target by effective CRD and through business development initiatives.

Nature and Scope

Independent consultant role, with an emphasis on utilisation and increased focus on business development and CRD.

Key Accountabilities

1. Strategy and Planning
Contribute to the design, development and implementation of strategies and plans for the state consulting team that: are consistent and aligned with other ACBU strategies and plans. Identify areas for improvement within the business and feed this back to Hay Group leadership.

2. Business Development
   - Initiate and lead sales opportunities for single practice engagements or contributing to larger multi-discipline consulting projects at state level with new and existing clients.
   - Contribute to the design and implementation of business development campaigns and plans to maximise market profile, market share and revenue.

3. CRD
Apply the Hay Group Pacific CRD Model by:
   - Managing client portfolio resulting in growth of revenue and increased quality of revenue;
   - Managing relationship with clients on the CMT state list;
   - Supporting other members of the state team with their account plans and development of the account.

4. Branding/Marketing
   - Contribute to the development and implementation of the state consulting team Marketing plan that is consistent and aligned with Pacific Marketing Strategies.
   - Actively share market intelligence within state consulting team.
   - Represent Hay Group in the public domain through networking and participating in market forums, and assisting others in external representation initiatives.

5. Delivery
Provide contributions to consulting engagements for clients and other members of the consulting team according to business targets. Support others on the basis of developing own and others’ professional and technical expertise.
6. **Project Management**  
Manage independently consulting engagements as a stand alone project or contribute to part of a larger multi discipline consulting project to ensure client outcomes.

7. **Profitability Management**  
Optimise revenue generation by achieving targets, pricing, timesheet, WIP management and invoicing.

8. **Internal Stakeholder Management**  
Develop and maintain constructive relationships with BU staff and enabling functions.

**Competencies**

**Passion for the Business**  
- Clearly defines success criteria, targets and goals and measures performance against these.  
- Constantly reviews and re-adjusts goals to ensure they provide a challenge.  
- Works relentlessly to exceed objectives (e.g. profit, billings competitive standing, etc).  
- Commits significant resources to achieve key business priorities.

**Self Confidence**  
- Describes self as expert, someone who makes things happen, a prime mover, or a source  
- Has the confidence to ‘bend the rules’ where appropriate.  
- Explicitly states confidence in own judgment or abilities  
- Likes challenging assignments, and is excited by challenge  
- Looks for and gets new responsibilities

**Flexibility**  
- Decides how to do something based on the situation  
- While maintaining an overall plan or strategy, changes how to accomplish the plan  
- Acts to fit the situation or person

**Conceptual Thinking**  
- Makes complex ideas or situations clear, simple, and/or understandable  
- Assembles ideas, issues, and observations into a clear and useful explanation  
- Restates existing observations or knowledge in a simpler fashion  
- Takes intricate data and puts it into lay terms; “boils down” information

**Scanning the Environment**  
- Makes a systematic effort over a limited period of time to obtain needed data or feedback  
- Conducts in-depth investigation from unusual sources  
- Does formal research, or may commission others to do formal research through newspapers, magazines, computer search systems or other resources
Commercial Awareness
- Actively seeks profitable business opportunities
- Accurately identifies ‘lost causes’, calling a halt to those activities that are not delivering value or are unlikely to do so in the future
- Evaluates business opportunities to ensure they will deliver commercial benefit to Hay
- Calculates the costs and benefits of proposals
- Links consulting solutions to business benefits for clients and Hay

Teamwork and Collaboration
- Publicly credits others who have performed well
- Encourages and empowers others, making them feel strong and important
- Works cooperatively with others to achieve overall business goals or support others in their roles.
- Acts to deepen colleague or client relationships
- Visits clients or colleagues when no actual business to do to build rapport

Influencing
- Uses chains of indirect influence in order to get things done e.g. ‘gets A to show B so B will tell C’ etc.
- Builds behind-the-scenes support both internally and externally to ensure buy-in and ownership; gets stakeholders on side.
- Undertakes suitable groundwork and covers ‘all the bases’ before addressing powerful/important audiences within the organisation or externally.

Empathy and Respect
- Makes time to listen in order to appreciate others’ views.
- Understands others’ current feelings, thoughts and concerns
- Puts self in others’ shoes to gain greater understanding.
- Understands current unexpressed, or poorly expressed, meanings.
- Appreciates the different perspectives of others.
- Accurately reads people’s moods, feelings, or nonverbal cues.

Organisational Awareness
- Understands and/or uses the sources of power and influence across Hay and stakeholder/client organisations with a clear sense of organisational impact.
- Anticipates potential organisational barriers to delivering on objectives and how to turn them into supports.
- Understands the politics within own and stakeholder organisations and how to make the best use of these.
- Has a finger ‘on the pulse’ of organisations.

Customer Service Orientation
- Understands clients’ longer term agendas
- Uses that understanding to take a long term perspective in addressing business priorities
- Matches underlying needs of clients to the required services and business solution
Developing Self and Others
- Gives continued support and encouragement; takes an active interest in others’ learning and development.
- Provides practical advice, demonstrations, and additional resources to make the job easier and build other’s understanding and capability.
- Shares own experience or expertise to help develop others’ capabilities.
- Asks questions to check understanding or verify that others have learned from delegated tasks.
- Give practical support or assistance to help others to learn (e.g. expert advice, information, resources, time)