

# Job Description

Title Senior Consultant

## 1 Role purpose

To work proactively as part of the Private Public Ltd (PPL) team, with responsibility for supporting business development and delivery on behalf of PPL and its clients. This will entail:

- Supporting existing and new client relationships
- Analysing and defining business strategies
- Managing client and internal programmes, projects and resources
- Building internal and client capacity to deliver transformational change
- Delivering customer outcomes

## 2 Key responsibilities

**A Business Development** To support the development of PPL's core business areas by:

- Maximising key client interactions on behalf of PPL
- Developing PPL product and market offerings
- Supporting new business opportunities through to contract award
- Supporting PPL's overall annual business planning processes
- Owning and delivering assigned elements of PPL's strategic and business plans

### **B Strategic Development**

To work in partnership with assigned PPL clients and partner organisations on their overall strategic development by:

- Baselining and benchmarking existing organisational structures, processes and systems
- Identifying and documenting business requirements, analysing opportunities, issues and risks
- Undertaking gap analysis, prioritising development activity
- Identifying resource requirements, sourcing appropriate support
- Producing the business case for change, clearly defining costs and benefits
- Establishing programmes and related delivery projects, to approved methodologies

### **C Programme and Project Delivery**

To deliver assigned programmes and projects on time and on budget by:

- Defining and managing to agreed programme and project plans
- Consolidating activity and defining clear work packages and deliverables
- Taking responsibility for managing scope, quality, risks, issues, budgets and resources
- Ensuring effective documentation and quality assurance of deliverables
- Being responsible to and for client, PPL and partner resources, building an effective team
- Supporting benefits identification and realisation

**D Resource Management** To support the deployment of PPL's human and financial resources as part of the overall team, by:

- Engaging in the recruitment and development of PPL staff and capabilities
- Ensuring compliance with agreed PPL policies and procedures
- Supporting the realisation of PPL’s values on both an individual and organisational level

### 3 Competencies

#### Senior Consultant

#### Base Level Intermediate

<p><b>A. Communication and Impact</b></p> <p>The ability to communicate openly, clearly, and confidently, in speaking, formal presentation and writing; adapting style to the audience, actively listening and responding with empathy to others; engaging and influencing both individuals and groups; all with the aim of developing and supporting agreed and commonly understood perspectives and outcomes.</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• Establishes good interpersonal relationships with immediate colleagues and contacts.</li> <li>• Produces high quality written outputs with minimal editing and direction, which help shape and set the business agenda.</li> <li>• Successfully advocates own perspectives, effectively influencing the general direction and outcome of key business discussions.</li> </ul>	<p><b>Intermediate</b></p> <ul style="list-style-type: none"> <li>• Communicates effectively at all levels of organisations, on both an individual level, and in presentations covering complex agendas for large and diverse groups.</li> <li>• Effectively manages complex and sensitive discussions and negotiations to achieve desired outcomes on behalf of the organisation and its clients.</li> </ul>	<p><b>Advanced</b></p> <ul style="list-style-type: none"> <li>• Exercises thought leadership within and across multiple organisations, influencing both directly and indirectly the views and behaviours of multiple stakeholders and communities.</li> <li>• Takes responsibility for and successfully leads board level discussions and negotiations to achieve significant organisational change.</li> </ul>
<p><b>B. Leadership and Management</b></p> <p>The ability to establish and secure collective buy-in to a vision and strategy for an organisation or group; to take personal responsibility for effecting that vision; and, through a combination of personal and professional integrity, credibility and managerial skills, to support and develop others in enabling successful development and delivery.</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• Takes ownership of and establishes clear objectives for assigned areas of responsibility, based on overall strategic direction.</li> <li>• Provides direction to and accepts direction from others, positively and collaboratively, supporting the understanding and realisation of collective goals.</li> <li>• Successfully manages delivery of assigned work packages, working as part of a team.</li> <li>• Takes personal responsibility for evaluating the successes and the lessons learned from assigned activities, proposing and leading on future improvements.</li> </ul>	<p><b>Intermediate</b></p> <ul style="list-style-type: none"> <li>• Takes formal responsibility for leading and managing significant projects and numbers of individuals, empowering them to develop, contribute and succeed.</li> <li>• Builds teams which embody the values of the organisation, leading those teams by personal example.</li> <li>• Takes ownership of significant opportunities and complex challenges; understands risks and options, decides on the most effective course of action, and successfully engages others in each stage of the process through to delivery.</li> </ul>	<p><b>Advanced</b></p> <ul style="list-style-type: none"> <li>• Establishes a clear and consistent vision for organisational success and motivates others to embrace, own and deliver this vision.</li> <li>• Provides leadership and supports management of individuals, teams and outcomes across multiple organisational levels, functional areas, and organisations.</li> </ul>

<p><b>C. Customer Focus</b></p> <p>The ability to understand, meet and exceed customer expectations; applying existing experience and structured approaches in a creative and flexible way; and through this delivering an excellent service and sustainable, value-adding outcomes aligned to the customer need.</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• Develops solutions which address specific customer requirements, identifying and managing associated risks and issues, and maximising value to the customer.</li> <li>• Demonstrates clear understanding of different business models, including market, financial and statutory drivers, and how they relate to specific organisations.</li> <li>• Adapts to the needs of customer organisations and individual clients, ensuring that services are provided in a way which supports, engages and delivers effectively for the customer.</li> </ul>	<p><b>Intermediate</b></p> <ul style="list-style-type: none"> <li>• Develops new and innovative business strategies that help customers to overcome significant challenges or to realise previously unexploited opportunities.</li> <li>• Successfully establishes ongoing transfer of knowledge and understanding to customer teams, leveraging experience and best-practice from elsewhere.</li> <li>• Builds sustained relationships across customer organisations, successfully extending those relationships based on shared understanding and benefits.</li> </ul>	<p><b>Advanced</b></p> <ul style="list-style-type: none"> <li>• Establishes a position of “trusted advisor” at the highest levels of customer organisations and across market segments, acting as a reference point in the design, development and quality assurance of major change initiatives.</li> <li>• Creates long-term partnerships with and between customers, effectively establishing networks which promote continuous engagement, knowledge sharing, business development and improvement.</li> </ul>
<p><b>D. Delivering Change</b></p> <p>The ability to understand and baseline the ways in which organisations work, developing comprehensive people, process and technology improvements, and successfully transitioning these into reality.</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• Breaks down business scenarios into clearly defined processes, understanding the stakeholders, systems, interdependencies and key decision points.</li> <li>• Proposes clear, evidence-based options for improvement building on current processes, and secures customer buy-in to the proposed change.</li> <li>• Creates effective documentation which details both as-is and to-be solutions, including clear process and technical specifications, gap analysis and transition plans.</li> </ul>	<p><b>Intermediate</b></p> <ul style="list-style-type: none"> <li>• Develops innovative and comprehensive solutions to meet identified customers need, drawing on bestpractice from multiple different areas.</li> <li>• Drives the change process, including all elements of communication and stakeholder engagement, across multiple business areas, proactively identifying and managing opportunities, risks and issues.</li> </ul>	<p><b>Advanced</b></p> <ul style="list-style-type: none"> <li>• Leads full business transformation at a senior executive level, including complex reorganisations, enterprise-wide system integrations and deployment of entire new business models – covering potential shared and outsourced services.</li> <li>• Successfully embeds the skills and capabilities to deliver business transformation and continuous improvement in client organisations, working across a range of different stakeholders and abilities.</li> </ul>