

# Role Profile

## Key Role Details

<b>Role Title</b>	Senior Consultant
<b>Department</b>	Roffey Park Institute
<b>Reports to</b>	Academic Operations Director

## The Role

This role is primarily to design, manage and deliver Roffey Park Institute's Leadership & Management Development Executive Education portfolio to our clients across the public, commercial and third sectors. The role has four key areas of competence:

- Scoping and design of development solutions
- Facilitation
- Coaching
- Research & Publication

Key tasks include:

- Develop and scope potential solutions as part of the sales process with new and existing clients working alongside the client relationship managers (CRMs)
- Design and deliver tailored development solutions, research and consultancy to the required goals and objectives for Roffey Park clients whilst at the same time fulfilling our educational mission and values;
- Design and deliver a suite of innovative open programmes relevant to the needs of our markets worldwide;
- Design and conduct original and/or client research which develops new knowledge, adds value to clients, or offers thought leadership;
- Provide high quality facilitation, coaching and development to clients and participants as part of a team approach to our work.
- Conduct and communicate original research relevant to our activity areas and accessible to a general audience.

## Key Responsibilities

### Scoping and Design of learning solutions:

- Working with the Client Relationship Managers (CRM's), develop and scope development proposals as part of the sales process. Work with the CRMs to explain and amend these propositions with clients, until an agreed scope is agreed;
- Participate in a timely and collaborative manner in the proposal/tendering process for assigned lead opportunities, drawing in expertise from colleagues, leading to successful bids for work;
- Working with CRM colleagues, develop relationships with contacts in existing clients and other key stakeholders and identify follow-on opportunities for CRMs to pursue;
- Update our CRM system in line with organisational SLAs. to support business development and account management activities;

- Assist in pitching, designing and delivering tailored and open programmes to the highest standard to meet client expectations and in line with our values.

**Facilitation:**

- Understand and practice the steps and principles of the Roffey Park learning process in all client work;
- Design and deliver open and bespoke programmes to client specifications;
- Develop and practice innovative and leading-edge facilitation skills, focused on a group dynamics approach to learning. Understand the theory and practice of adult workplace learning;
- Supervise and support Action Learning sets as part of our development process;
- Lead and deliver Roffey Park programmes ensuring quality requirements are met at all times;

**Coaching:**

- Act as a coach to a range of clients in a manner that reinforces our developmental approach, embedding coaching support in the clients' mind as integral to leadership development and personal effectiveness;
- Acquire and/or maintain professional accreditation in Coaching skills and approaches
- Develop effective guidance, advice and coaching to clients to build meaningful rapport and progressively relevant levels of coaching with clients on an ongoing basis.

**Research & Publication:**

- Contribute to Roffey Park's thought leadership, product and practice development through blogs, vlogs, thought pieces and original or client research;
- Promote Roffey Park through social media, networking, attending and speaking at appropriate conferences, seminars, workshops and other events as agreed;
- Develop original research propositions to attract research funding, engage with clients or the wider market and generate new knowledge in our areas of research focus;
- Develop collaborative and funded research propositions with clients that support their learning goals and our research focus.
- Develop long-term consulting opportunities that allow Roffey Park to become embedded in the development of our clients' organisation, change processes and strategic development.

**Personal Development:**

- Build effective relationships with colleagues at all levels, working collaboratively to ensure that a high quality and responsive customer service is provided to clients.
- Build knowledge of associate group expertise to be able to successfully deliver to our markets and clients;
- Develop your capabilities across all four areas of role competence where required.

## Person Specifications: Attributes, experience, qualifications, skills

### Essential Criteria

#### Personal attributes:

- Energetic and engaging, able to inspire and develop self-belief in others, enabling learning;
- Motivated and disciplined, and an effective team player;
- Skilled in working across cultures and diverse groups, taking a collaborative and facilitative approach;
- Able to adapt facilitation methods to the needs of learners, meeting them 'where they are';
- Commitment to and alignment with Roffey Park values and developmental philosophy;
- Flexibility to deliver programmes online and (as circumstances allow) travel to client locations across the UK and internationally.

#### Knowledge and skills

- Proven successful track record of a minimum of 5 years in design and scoping of programmes, group-oriented facilitation and coaching, research and thought leadership, and consulting.
- Demonstrable expertise in designing, managing & delivering a portfolio of development programmes in leadership and management development
- A track record of publication across a variety of media.
- A proven track-record of successful online delivery of Leadership and Management Executive Education;
- Proven success in developing follow-on programmes and consulting opportunities;
- Evidence of effective and successful bid and proposal writing;
- Commercial acumen with a focus on adding value to our clients by showing a good understanding of the current business environment and management challenges, at an individual and corporate level;
- A credible and influential communicator, with a concise and persuasive written and oral style.
- Excellent relationship building, communication and influencing skills across a diverse range of people and organisational cultures;
- Ability to analyse complex problems and think systemically, able to get to the heart of client needs;
- Excellent project management skills, technology proficiency and quality orientation.

#### Qualifications

You must possess:

- a professional post graduate qualification or equivalent qualification in Executive Coaching, such as, the European Mentoring and Coaching Council (EMCC), the International Coach Federation, (ICF) or the ICF Master Certified Coach (MCC) or Association for Coaching (AC) professional coaching bodies.
- Where you can evidence extensive coaching experience without formal qualification you should be prepared to acquire that qualification within an agreed timeframe.
- A Master's level qualification in a relevant discipline.

#### Desirable Criteria

- PhD in a relevant discipline or in adult, workplace learning.
- European or Asian languages are an asset
- Experience in facilitating Action Learning processes
- Understanding and experience of the principles of Agile working

