

## CONSULTING SERVICES PRACTICE LEAD (FORMAL TITLE TBD)

The Consulting Services Practice Lead is responsible for the formalization, creation, building and growth of the Company's consulting services practice that results in an agile, process-oriented response to advisory services that accelerate client success. The primary focus of this role is to build a structure that can grow with the business, recruit high-quality advisor resources to support consultants and client teams to drive results by accelerating adoption of the company's solutions. Individual will be responsible for building a practice that can achieve and exceed revenue and margin expectations and work cross-functionally to engage the business in the growth of the practice. This individual will also be responsible for setting delivery standards that provide Company's clients with ongoing support and coaching on the application of Company's solution methods and tools to help accelerate client success.

### OBJECTIVES

- Build internal processes and structure that is scalable and supports the growth of the Company's consulting practice
- Engage all areas of the business to understand and support a rapidly growing portion of Company's offering
- Engage global leadership to ensure a global approach to advisory services
- Create standards for delivery that ensure consistency, accelerate client success and create unforgettable experiences
- Recruit and onboard high-quality consultants that scale to the growth of the practice
- Achieve and exceed revenue and margin goals set by leadership
- Serve as a practice lead that can support client engagements as a senior advisor and/or engagement leader when needed
- Enable the client to grow internal capabilities to maximize the benefits of continuous improvement and related business transformation initiatives
- Maintain alignment with client's specific needs to accelerate results on large, complex business transformation and high-risk initiatives
- Apply real-life experience to identify and navigate organizational dynamics that impact solution outcomes

### RESPONSIBILITIES

- Build and maintain proper resource allocation framework
- Help clients define success for their selected business transformation initiatives and then support them to achieve their desired outcomes
- Assess project health based on baseline project measurements and metrics
- Equip, enable and support the client's personnel in solution implementations
- Act as a coach by leveraging real-life experiences and the Company's methodology to support and accelerate the client's success
- Design, implement, and evolve a framework and process for long-term client support and engagement
- Provide ongoing support and follow up to ensure a continued, relational client experience
- Respond in a timely manner to customer requests (phone and e-mail)

- Conduct final assessments to evaluate successes, document lessons learned, and propose integration of Company's methodologies with other organizational business transformation initiatives
- Remain current on Company's research, methods and tools to support client success
- Travel to client locations as required - <50%

## ESSENTIAL SKILLS AND EXPERIENCE

- Location is negotiable
- 7-10 years of professional/consulting services management expertise
- Dependable self-starter that doesn't require daily oversight from others
- Sophisticated business acumen and instincts
- Exceptional relationship building skills
- Prior experience with change management methodologies and tools a plus
- Ability to influence and mobilize action in a way that empowers others
- Ability to answer difficult questions and/or share difficult feedback with diplomacy and tact
- Demonstrated ability to think and act strategically to accelerate client and Company's success long-term
- Proven ability to build advisory practices in the past that resulted in financial and client success
- Ability to anticipate, assess and creatively overcome business transformation barriers
- Understanding and awareness of the nuances involved in applying advanced and/or difficult business transformation across varied domains & contexts
- Professional maturity to include executive-level career and business transformation experience
- Ability to frame the challenge and scope of client issues in terms that are easy to understand
- Strong organizational skills and attention to detail
- Excellent written and verbal communication skills
- Ability to critically think and analyze ambiguous situations
- Demonstrated skill in interacting with all organizational levels (exec to front-line employees)