

## Consultant with the UIC

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### THE JOB

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The UIC is a successful improvement consultancy with a well-established client base and product range. We have been in business in the UK since 1992 and Australia since 1999. We are looking for someone to join us as a full-time Consultant based in the UK.

We are looking for a bright spark that is full of enthusiasm and can pick up a ball and run with it. We are not looking for someone who is, or has always aspired to be, a Consultant. We want people with real work experience who have always had a passion for doing the job better.

Your background is not important and full training will be given to enable you to deliver the full range of UIC products.

### The position

- A Consultant ultimately capable of delivering the full range of UIMPROVE training, facilitation and consultancy products
- Based at home but working with clients the length and breadth of the UK with occasional international trips
- You will manage your own clients once you are fully trained

### Getting trained and up to speed

Becoming a fully-fledged and experienced consultant is a never-ending process. The typical initial training period for a new starter is around 3-6 months depending on experience. We always deliver training and facilitation in pairs so you will be working alongside a more experienced colleague. We will start you on the core elements of our training and consultancy range and, once you are proficient in these, we will move you on to the trickier jobs.

### The opportunity

This is a great opportunity for someone who appreciates our core purpose: *to do good work for good people*. You will work in lots of different organisations and industries. You will meet all sorts of people. You will learn many new skills. You will be involved in all aspects of the UIC and have an opportunity to contribute to its development and our approach.

### WHAT YOU WILL BE DOING

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The client facing part of the job breaks down into three areas - training, facilitation and consultancy.

We start with a planning meeting to diagnose the needs of the client. If we think they are asking for the wrong thing, we will tell them so. When we deliver a job, we are completely focused on the needs of the client and don't just deliver standard patter. After the job we write a detailed review letter with observations and recommendations. Finally we go to see the client and carry out a formal review. Hence all our training and facilitation is consultancy-based and therefore client-driven.

#### **Training**

The biggest part of the job will be running training courses. The normal starting place for a new Consultant is to deliver Universal Improvement Skills. You do not have to learn the contents by heart as, over the years, we have developed comprehensive Handy Notes that tell you what to do session-by-session. This never gets boring because it is very rare to get a run of the same course with the same client in quick succession. UIC training is not just about delivery but has a high level of participation and application to real work situations built in. Add this to the wide range of industries we work in and we can truly say that every course is different. Training is always delivered in pairs.

#### **Facilitation**

The job also involves a large amount of up-front facilitation. Once again, we have developed comprehensive Handy Notes on how to carry these out so you will have excellent support materials to help you learn and carry out the job. Facilitation is always carried out in pairs.

#### **Consultancy**

This is where a client has a particular issue they need some assistance with. We carry out diagnostic work with the people concerned and produce a report and recommendations. Proportionally this is a small amount of our overall work and is not normally an early assignment for a new starter.

#### **Contribution to the business**

Everyone in the UIC has an opportunity to contribute to the development of all aspects of the business. The UIC is not a stagnant business and we put as much effort into continuous development of everything we do as carrying out the day job.

## THE IDEAL CANDIDATE

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### Our ideal candidate will have some or all of these

- (1) Experience of UIMPROVE in the workplace
- (2) Facilitation experience, either as a Facilitator or working with them
- (3) Experience of 'organisational life'
- (4) Experience of running meetings
- (5) Experience of projects
- (6) Experience of training
- (7) Experience of being a line manager

If you have all the above, all well and good but we're looking for talent, passion and potential more than years of experience.

### Your skills

- (1) You must have excellent communication skills
- (2) You must be analytical, structured and organised
- (3) You must be good at writing

### Not important

- Age
- Gender or orientation
- Race
- Seniority (some of our best appointments have been at a junior level)

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## OUR STYLE

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We are not consultants in grey suits. We are not namby-pamby. Nor are we hard-core systems consultants who write procedures manuals for people.

We simply provide tried-and-tested training, facilitation and consultancy that help organisations, and the people in them, improve.

We take a lot of pride in the work we do and the way we work. We have some key principles that underpin our work - which you would learn about and contribute to.

### YOU AS A PERSON

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You've read what the ideal candidate looks like. Also you need to be:

- Sharp
  - Good 'up-front'
  - Clever
  - Able to work with a variety of people  
(from people who shovel rubbish for a living through to Chief Executives)
  - Able to eat chips one night and dine at a fine restaurant the next
  - Able to work in a structured manner to tight deadlines
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### LOCATION AND HOURS

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#### Location

We work mainly on client premises or in hotels - wherever the client wants us to. You would work at home when not delivering. Team Meetings take place at our offices in sunny Stockport.

#### Working life

You should expect to spend 2-3 nights away from home per week during busy periods, so a flexible approach to working life is required. Occasional evening and weekend work at home will also be required to make sure that proposals and review letters to clients are done promptly. But you can manage your own time when working at home during the week. We try to avoid Sunday nights away unless absolutely necessary (which is rare).

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### PAY AND BENEFITS

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We are not a massive organisation and therefore pay good not massive salaries. The current salary for a Consultant is £35 000. So, if you earn loads of money at the moment, you may be too expensive for us. However, we also operate a Profit Share scheme linked to company, not individual, performance which kicks in after your first year with us.

The leave scheme entitles you to 25 days per year.