

THE JOB

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 a confident and enthusiastic Senior Consultant who can manage successful client relationships from business development through to delivery, based in the UK.

The position

- A Consultant capable of developing new and managing existing client relationships at a senior level across a range of industries
- A confident trainer and Facilitator, you will be comfortable working with groups and, once trained, will be able to deliver the full range of UIMPROVE products
- You will have an interest in and understanding of business development and will support the UIC in growing its client base

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, ensuring we use our collective experience to do the best job we can for our clients.

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

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

A core part of the UIC's activity is training people in UIMPROVE, our integrated approach to organisational improvement. You do not have to learn the contents of our training by heart as, over the years, we have developed comprehensive Handy Notes that tell you what to do session-by-session. 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. This includes facilitation of Executive and Team Events, as well events that bring multiple organisations together. 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. This work varies in size and scope, ranging from interviews with just one to team to work across multiple organisations.

Developing the business

You will play a central role in developing the business. Our work comes primarily from the relationships we hold with our clients past and present. Developing and maintaining those relationships will form a key part of your role. You will also help to generate new leads and identify opportunities to broaden the UIC's customer base.

THE IDEAL CANDIDATE

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 managing and developing successful relationships
- (4) Experience of running meetings
- (5) Experience of projects
- (6) Experience of training
- (7) Experience of being a line manager
- (8) Experience of business development

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)

OUR STYLE

We are not consultants in grey suits. We are not fluffy. 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

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

- Sharp
 - Good 'up-front'
 - Articulate
 - 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

Location

We carry out a mix of face-to-face and on-line delivery. Our general preference is for face-to-face, but we are able to work flexibly according to client needs.

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 Crewe.

Working life

Nights away from home are a part of the job but we do our best to distribute these within the team and ensure no-one is travelling week-after-week. Working away will usually include evening working - either dinner with clients or preparation for the next day's work. We try to avoid Sunday nights away unless absolutely necessary (which is rare).

You are able to work entirely flexibly when working from home.

PAY AND BENEFITS

We are not a massive organisation and therefore pay good but not enormous salaries. The current salary for a Senior Consultant is £40 000.

This salary can also be paid pro-rata for anyone interested in working part-time (minimum 3 days per week). This is a 12-month contract providing maternity cover but with potential to extend dependent on performance.

The leave scheme entitles you to 25 days per year pro rata.

Senior Consultant with the UIC

INTERESTED?

If you would like an informal chat about the role, please e-mail lucy@theuic.com to arrange a call.

To apply for the role, please send your CV along with a covering letter outlining why you think you would be suitable for this position to consultancy@theuic.com.

The closing date for applications is Friday 29 October.