



POSITION PROFILE

Position Title: Consulting Practise Specialist	
Supervisor/Manager Title: Head of Consulting Support	
Business Unit: Consulting Support	
Workspace:	Date Evaluated:

1. Position Purpose

To support and enhance the delivery capability of the consulting project delivery teams through training, methodology development and quality assurance

2. Key Accountabilities (Output/results)

- Developing and ensuring application of consulting and PM techniques
- Organising consulting and PM training
- Enhancing quality assurance in Consulting

3. Key Duties

1. Consulting Training (2 or 3 times per semester)

- Engaging business advisors on training requirements
- Organising consulting training workshops
- Delivering training to project teams (as necessary)
- Conducting need analysis before each training and collecting feedback for improvement purpose after training

2. Delivery Standardisation

- Developing templates and standards for key deliverables, reports and presentations
- Dissemination of templates, etc, to relevant managers and project teams

3. Consulting & PM Methodology Development

- Research and development of consulting & PM methodologies/best practises
- Ensuring the proper application of consulting & PM methodologies/best practises across projects

4. Quality Service Delivery

- Development of client satisfaction criteria and feedback
- Ensuring key client satisfaction criteria are met on projects
- Conducting client satisfaction surveys and assessing results
- Outlining and Implementation of improvements on project delivery

4. Organisational Structure (Leave this for now)

5. Job Relationships

- Reports to Head of Consulting Support
- Works closely with Project Advisors (as training facilitators), project teams to figure out the optimal themes for the workshops
- Meet with Marketing Officer before each workshop with regards to photographing for marketing purpose
- Contact relevant members before each workshop in regards to checking people's availabilities.

6. Role Expectations

- A commitment of ca. 10 hours per week on average is required; more hours may be required before each workshop

7. Selection Criteria

- Training and development background and experience preferred
- Excellent communication and interpersonal skills
- Strong customer service skills
- Strong time management and organizational skills
- Strong analytical, research, communication and writing skills
- Proficient in handling confidential issues
- Highly motivated and driven
- Expertise in Microsoft Office Suite highly regarded
