

## Learning and Development Consultant

### We'd love you to join us in making the world a better place

Thank you for getting as far as this. If you've downloaded the role profile we guess you must be serious about applying for the job we've advertised. We'd love you to join us in our mission to transform the performance of value-driven organisations worldwide.

The attached role profile gives you a formal sense of what we're looking for in one specific part of our expanding, socially committed business. For more information about =mc's mission, vision, and values visit [www.managementcentre.co.uk/pages/mission\\_vision\\_values.html](http://www.managementcentre.co.uk/pages/mission_vision_values.html).



You don't need to be a management trainer or consultant at the moment. We are interested in smart adaptable individuals with an interest in management who are good communicators and able to build rapport with groups and individuals.

We **do** need you to share a commitment to making the world a better place.

### About our customers

We're clear the very best thing about =mc is the kind of people you get to work with. We offer the chance to work with some of the UK's most exciting and challenging organisations. This includes high profile charities like the British Red Cross, Fairtrade Foundation, and Alzheimer's Society. We're also proud to help improve the work of many public bodies from Canterbury City Council to the GLA and the London Olympics. Internationally we work with many leading INGOs from UNICEF to Concern Worldwide, and UNAIDS to Amnesty International. Finally, we also work with cultural organisations such as Imperial War Museum, Tate, and National Trust for Scotland.

=mc is currently a team of 20 people in the UK, making us the largest consultancy for not-for-profits in Europe. And we plan to grow, despite the recession, in response to continuing customer demand.

Part of our growth is international. We have partner companies in the USA, Brazil, Mexico, Asia, Australasia and the Middle East. Visit [www.managementcentre.com](http://www.managementcentre.com) for more information.

We offer competitive base salaries for the sector plus what we believe is the most generous advance profit and profit share scheme in the market. We're keen that everyone shares in =mc's success.

## Our current structure and how you'd fit in



To enjoy working here you'll have to be comfortable in a fast moving, innovative organisation where individual responsibility for results is high. We work in three teams: learning and development, management consultancy, and fundraising consultancy. Each team is headed by a Principal with a mixture of senior consultants and consultants working to them.

### About your development

We need you to bring your current skills, ability and experience to **=mc**. But we're committed to offering:

- the chance to work alongside and learn from some outstanding colleagues and to share your skills with them
- access to **=mc** learning resources and significant in-house coaching to help you get up to speed on the latest management thinking

To learn more about **=mc**'s formal development strategies, visit [www.managementcentre.co.uk/pages/training\\_development.html](http://www.managementcentre.co.uk/pages/training_development.html).

### About **=mc**'s learning and development business

**=mc**'s learning and development business is unique. We only deliver work through our own training consultants and have no 'associates'.

We do this mostly because we've developed a number of proprietary technologies and approaches we share among ourselves, and partly because we believe that we can only maintain high quality by managing our time and energies. You'd be expected to help us contribute to this effective business model. You'd also be expected to contribute to our intellectual property.

We focus our training offerings on five main areas:

- management and leadership
- communication and influence
- strategy and change
- personal effectiveness
- creativity and innovation

Within these areas we have a range of well-developed programmes. We ask you to learn these programmes and approaches since they represent key areas of demand. We would also like you to contribute to the development of new programmes and other types of intellectual property.

Much of our work is concerned with running large-scale long-term management development programmes in-house for charities and public bodies. For example we've been working with every level of the RNLI for over five years to create a shared set of management skills across this complex organisation. We've trained the senior staff for leading Irish INGO Concern Worldwide to improve their ability to work in a multicultural way, building common practices across nations.

Learning and development consultants also have the opportunity to work around all the aspects of the learning/consultancy cycle to ensure that our work has maximum impact. So this may well involve:

- liaising with customers and adapting programmes to their needs
- delivering management development programmes
- designing these programmes
- running learning needs assessment processes
- developing competency frameworks
- providing one-to-one or team coaching for key people
- designing and delivering impact evaluation processes.

We are also regularly involved in facilitating team development sessions.

Finally it's important to say that all our team is expected to help in business winning – writing proposals, making pitches and talking to customers.

To find out more about how we work and who we are, please explore the recruitment pages on our website: <http://www.managementcentre.co.uk/careers>.

### **A week in the life of a Management Training Consultant**

At =mc you will be working on a range of projects. So here is the diary of a typical week...

	<b>Monday</b> 7th September	<b>Tuesday</b> 8th September	<b>Wednesday</b> 9th September	<b>Thursday</b> 10th September	<b>Friday</b> 11th September
09:00			<b>Preparation for Leadership Development Programme</b> (Office)		
10:00	<b>Training Team meeting</b> (Office)	<b>Pitch for project management training to London Borough</b> (Central London)		<b>Deliver Leadership Development Programme</b>	<b>Deliver Leadership Development Programme</b>
11:00	<b>Meeting with Homelessness charity</b> - explore L&D strategy, plan future working relationship				
12:00					
13:00		<b>Teleconference with current customer</b> (Office) - share feedback on management development programme - discuss potential future work	<b>Learning Lunch</b> (Office)		
14:00					
15:00					
16:00	<b>Prepare for Project Management proposal to London Borough</b> (Office)		<b>Travel to Leeds</b>		
17:00					

## **About the Team**

You'd be working under the Principal Learning & Development Consultant, Will Campbell. Visit [www.managementcentre.co.uk/team](http://www.managementcentre.co.uk/team) for full current details of the team.

The team has regular meetings and a quarterly 'learning academy' where we get together to share information and ideas on a management issue.

You will have regular one to one supervisions with the Principal where you set and monitor your goals and key result areas, and have a chance to share successes and challenges.

## **Working Arrangements**

You can work part or full time for us. We try to be flexible around working arrangements, though it's important to stress that all the jobs are based in London and we are unable to support remote staff in other parts of the country.

Normally we work from the office when not onsite with customers – helping build our sense of team and ensuring you have access to support from colleagues.

As you'd expect from a national and international business, we go to where our customers are – whether that's Scotland or Sierra Leone, Birmingham or Brussels.

This means that travel even in the UK can involve 3-4 nights away a month and occasionally 5-6. Our supervision systems make sure this is manageable.

## **Role Profile**

<b>Job title:</b>	Learning & Development Consultant
<b>Hours:</b>	9.00am-5.30pm while in the office. The nature of 'on-site' work with customers is that there is not a fixed working day. There will be some evening work and travel when teaching on residential programmes.
<b>Salary:</b>	£30K-40K pa paid monthly. We operate a quarterly unlimited over target advance profit share system based on delivery. After the first year of employment we offer a discretionary annual profit share scheme.
<b>Probationary period:</b>	Six months from appointment.
<b>Period of notice:</b>	One week either side during probationary period, then eight weeks either side once confirmed in post.
<b>Responsible to:</b>	Principal Learning & Development Consultant
<b>Holidays:</b>	25 days per year (five to be taken during Christmas period) plus public holidays.
<b>Overall Purpose:</b>	To help our customers achieve outstanding results by delivering high quality management development and management training programmes.

## ***Responsibilities***

### **Primary:**

- to deliver a range of learning and development programmes – both in-house and 'open'

### **Secondary:**

- to share in planning, developing and shaping =mc's management training business
- to actively seek business development opportunities with potential customers

### **Specifically:**

- Customer contact
  - to deliver 'standard' =mc programmes to a high quality and develop interventions specifically tailored for customers
  - to produce training needs analyses and recommendations in response to customer needs
  - to work alongside members of staff, trustees, and influential individuals associated with =mc's customers to deliver successful outcomes
  - to develop and deliver some consultancy and facilitation activities as appropriate for customers
- Business Development
  - to visit organisations who have requested in-house training to discuss their needs
  - to actively seek business development opportunities with potential customers

- to prepare written proposals/presentations and pitch for in-house work
- to represent **=mc** on agreed occasions at events and conferences
- to take an active part in developing the learning and development business and profile
  
- Organisational Development
  - to take an active part in shaping **=mc**'s future through business planning
  - to develop **=mc**'s intellectual property by writing articles, designing courses, etc
  - to coach colleagues in your areas of expertise
  - to work with other staff members as a member of a team

## PERSON SPECIFICATION

### Learning and Development Consultant

	Essential	Desirable
Previous experience & knowledge	<ul style="list-style-type: none"> <li>● experience/knowledge of key issues in the voluntary/public sector</li> <li>● experience of making effective presentations</li> <li>● understanding of trends in contemporary management theory</li> </ul>	<ul style="list-style-type: none"> <li>● knowledge/experience of working in a training setting</li> <li>● knowledge/experience of the voluntary/public sector <i>in a management role</i></li> <li>● knowledge/experience of writing/preparing proposals</li> </ul>
Skills	<ul style="list-style-type: none"> <li>● excellent interpersonal and communication skills – written and spoken</li> <li>● high level presentation, group facilitation and communication skills</li> <li>● ability to plan and organise training programmes and content</li> <li>● excellent customer management skills</li> <li>● ability to work individually and as part of a team</li> <li>● ability to prioritise and organise your time</li> </ul>	<ul style="list-style-type: none"> <li>● skills in helping people identify accurately their training needs and meeting them</li> <li>● ability to prepare and present proposals and pitch for business</li> <li>● ability to help develop shared working processes</li> </ul>
“Attitudes”	<ul style="list-style-type: none"> <li>● willingness to acquire new skills and knowledge</li> <li>● willingness to learn and adopt =mc material and approaches</li> <li>● commitment to work both as a member of a team and individually</li> <li>● strong business sense and commercial awareness</li> <li>● willingness to work to defined targets</li> <li>● commitment to =mc’s customer care and equal opportunities policies</li> <li>● commitment to the aims of not-for-profit organisations</li> <li>● willingness to work flexibly in a small business environment</li> <li>● sense of fun and enjoyment in work</li> </ul>	<ul style="list-style-type: none"> <li>● willingness to share your existing skill set</li> </ul>

#### Circumstances

Work may include up to five consultancy or training days per week, but generally no more than three. Work will include regular travel to customers – this can involve overnight stays away.

## **How to apply and our recruitment process**

We are currently recruiting for a number of jobs so please make it clear which job(s) you are applying for. Please also read the role profiles and background information. You will find it helpful to refer to the general information on applications at:

<http://www.managementcentre.co.uk/careers>

Note we only consider applications which demonstrate you're committed to working with us specifically – and that you 'get' the customer focus emphasis! Please don't send in a generalised CV.

To apply you need to send two things:

- a C.V. highlighting your relevant transferable experience from your current setting
- a covering letter explaining why you want to join the **=mc** team and how you would add value to our work

Please email your C.V. and covering letter to **careers@managementcentre.co.uk** putting the job title in the subject line.

We prefer to receive applications by email.

If you are unable to email your application, please post it to:

The Management Centre  
117 Gauden Road  
London  
SW4 6LE

Or fax it to: +44 (0) 20 7978 2125

Please include an email address and daytime phone/mobile number.

## **Process**

We'll reply by email or phone to your application if successful. Sorry but we can't offer individual feedback to unsuccessful candidates at application stage.

If we do contact you it will be to invite you to:

- a group interview, to help identify your skills and abilities in groups
- an individual interview, to help highlight your individual abilities