



Job Description

Post:	Principal Consultant
Grade/Level:	4/Advanced
Pathway:	B – Technical and Consultancy Services
Responsible to:	Head of UK Operations
Responsible for:	Senior Project Manager

Introduction to Impactt

Impactt Limited was founded in 1997 with the mission of improving the lives of workers in international supply chains in a way which makes business sense. Since then the company has grown to be a leader in the field with a high reputation for quality, excellence, integrity and delivery and for delivering innovative and scalable solutions which work for workers whilst having a strong understanding of business. The Company's head office is in London, with subsidiaries in China, India, Bangladesh and teams in Vietnam and Myanmar.

Job Purpose

- To contribute to Impactt's vision to improve workers' livelihoods in a way that benefits businesses and workers by proactively leading, managing and growing a number of complex and large clients/accounts and sourcing new business opportunities
- To drive, manage, develop and implement revised or new project management support (administrative, technical and technological), working with the SMT, Project Managers and / or other team members to achieve project success.
- To establish, develop and maintain excellent working relationships with new and existing clients, ensuring that their needs are anticipated, understood and responded to, thereby promoting Impactt's business and commercial activities in line with business plans
- To manage and lead their own high performing team and work with the rest of the Project team to develop and deliver high quality project work

Key Accountabilities:

- To provide excellent project management advice and/or support, ensuring professionalism in service delivery directly or indirectly, in the management of innovative, significantly larger and/ or more complex projects, managing large sized projects and driving medium sized projects easily with minimal guidance and instructions from senior colleagues
- To plan and organise own work and the work of staff members in own team and motivate and mentor members who may be involved in similar types of work to better meet the



current and future requirements of the team and demonstrate leadership by taking ownership of developing team, ensuring they work in a supported environment, sourcing solutions to develop skills of team enabling team members to work independently.

Key Responsibilities:

- Proactively and independently lead, manage and grow a number of medium to large clients/accounts and growth of larger accounts and demonstrate excellent project management skills, including:
 - Finances – knowledge of project management software a plus – this includes knowledge of basic accounting
 - Resources Planning and Briefing
 - Activities Timetabling, including monitoring on-time work progress
 - Risk Identification, Solutions Finding & escalation to adequate manager
 - Excellent time management and able to time manage team effectively, ensuring on-time and on-budget delivery
 - Following Impactt's administrative and project management procedures
 - Championing at least one key product area
- Support clients to understand and articulate their needs/strategies and develop and sell work accordingly
- Independently write clear, concise, proposals for and to sell standard, more complex non-standard and large products to clients and support team to propose and sell standard and more complex non-standard products to clients
- Support team to develop, win and deliver client work e.g. proposals, research reports, develop motivating training materials, information collation and analysis
- Demonstrate an individual and team proposal conversion rate consistent with Impactt's requirements
- Oversee management of a large portfolio of clients (in terms of number and value) including facilitating and lead client meetings independently and develop or contribute to the development of methodology to address client needs.
- Demonstrate growth in team portfolio in line with Impactt's targets
- Ensure team project profitability
- Develop and maintain excellent client relationships
- Develop and lead implementation of non-project based revenue generating work
- Lead on at least 2 marketing materials/activities e.g. speaking at/managing conferences, as and when required; support the development/implementation of other initiatives and or as directed by the Head of New Business and Marketing



- Lead the team and collaborate/consult as and when required
- Carry out advanced field work e.g. non-standard assessments, co-ordinate and communicate different perspectives, develop solutions in the UK and internationally independently and deliver non –standard products independently (audit, training etc.) as and when required and in line with portfolio
- Contribute to discussions about Impactt’s overall growth strategy
- Independently write clear, concise, proposals for and sell more complex non-standard products to clients
- Act as a trusted advisor for clients and build partnerships between different stakeholders with the aim of developing building and maintaining relationships with existing clients for Impactt’s services in the UK in line with our vision and values.
- Understand Impactt’s clients’ programmes, are able to identify where Impactt’s services add value and secure collaboration
- Plan and organise individual and/or team activity based on skills and competencies to integrate and co-ordinate work across different parts of the organisation, nationally and internationally as well as actively contribute to business development
- Manage, develop and improve the capability of staff within Project team , motivating and mentoring them to better meet the current and future requirements of the team, including monitoring performance, managing sickness and planning development
- Contribute to the achievement of UK billable and new business targets by achieving agreed annual percentage split of time on billable activities and non-billable activities.
- Undertake any other duties reasonably required that are consistent with the grade and purpose of the post



Candidate specification

Post: Principal Consultant

Grade/Level: 4/Advanced

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Category	Description	Essential / Desirable
Qualifications	Degree or equivalent qualification in a related field such as management, International development, business studies, Human Rights, or successful proven track record in Sustainability / Social / Ethical Trade	Essential
	Evidence of continually developing professional knowledge.	Desirable
Experience	Minimum of 2 years of experience in a similar role (international business/development/ ethical trade/sustainable sourcing operations, customer relationship management, continuous improvement or related field required	Essential
	Ethical / Social Audit Experience or understanding of factory set-up	Essential
	Project Management Experience incorporating the planning and progressing project management activities using general project management principles, using initiative and judgement	Essential
	Significant experience of working/responding independently and dealing with unforeseen problems and circumstances	Essential
	International and Cross-cultural work experience with a sensitivity to a multi-cultural global environment / working in developing countries	Essential
	Significant experience in or exposure to social compliance auditing and/or beyond compliance activities	Essential
	Experience in business development including replying to RFPs and proposal writing	Essential
	Experience managing a team	Essential
	Line management/supervisory experience – coaching, motivation, managing performance	Essential
	Experience of working with and influencing senior management	Essential
Experience of managing and controlling	Essential	



		Essential
Other	Ability to work outside normal hours including attendance at evening, and occasional weekend, meetings.	Essential
	Ability to travel periodically nationally and internationally to the locations that Impactt conducts its business	Essential
	Committed to the values and objectives of Impactt Limited	Essential

Personal attributes:

The Post Holder should have and display the following personal attributes:

- Passionate about Impactt and the work we do, energy and enthusiasm
- Strong self-management and good team player
- Strong sense of initiative and great capacity at working on his/her own
- Pro-active – think about future needed actions and share with the rest of the team
- Adaptable & Solution oriented – think about solutions to problems
- Reliable, strong integrity and ethical behaviour
- Excellent listening and interpersonal skills
- Empathy with others and ability to respond accordingly

By delivering on these accountabilities and responsibilities, the post holder will make a significant contribution to Impactt’s 5-year global outcomes:

- Positive impacts on 6 million workers
- Working with 150 clients
- Team of 70 people
- £6 million turnover
- High performing team