

# Job Description: Business Change Consultant

<b>Job Title</b>	Business Change Consultant
<b>Location</b>	Hart Square offices and client sites
<b>Reports To</b>	Practice Manager

## ABOUT HART SQUARE

Hart Square is a leading provider of consulting services to non-profit (NFP), professional membership and fundraising organisations, charities, trade associations and the education and healthcare sectors. We enable non-profit organisations to maximise their investment in Customer Relationship Management and other technologies by offering a range of professional services and consultancy.

## OUR MISSION

- Helping amazing organisations achieve remarkable things.

## OUR VISION

- To build digital and change capability within the non-profit sector
- To provide leadership, strategic guidance and educational content which empower non-profits to make good decisions
- To develop and deliver high-quality products, content and services which provide value to non-profit organisations
- To offer careers to talented people serving the non-profit sector as part of a collaborative organisation

## OUR VALUES

- We treat all our clients and partners equitably, regardless of size or scale, maintaining our values, quality, and impartiality
- We always put our clients' best interests first
- We add ongoing value by constantly innovating and evolving our services
- We influence, lead and engage with all stakeholders to ensure we deliver desired outcomes
- We are our client's critical friend; providing support, advice, and expertise to ensure the best project outcomes
- We are a flexible and adaptive team, eager to learn and to take on new challenges

## PURPOSE OF THE ROLE

You will be responsible for leading multiple large and small projects that deliver business transformation through digital and technology enabled change. This will often mean running projects concurrently, i.e. one or two days per week on one project, with another two or three days on another. We believe that Customer Relationship Management (CRM) is a combination of strategy, people, processes and culture, underpinned by technology. Your role is to maximise our clients' investment in CRM and associated technologies through our portfolio of services, which include building business cases for investment, requirements gathering for new

technology, business process reviews, procurement and technology partner selections, CRM and digital implementation project management support, as well as benefits realisation.

## WORKING AS A PRACTICE

Hart Square works as a Practice where all consultants receive support, training and mentoring in our tried and tested methodology. Whilst we expect a high level of self-sufficiency and independence when delivering projects, each project has a dedicated support structure within the Practice, where you will be able to contribute and share advice, knowledge and good practice.

## RESPONSIBILITIES

The key elements of the role include:

- Establishing and understanding the needs of the client, through conversation, analysis and research to create a strategy to achieve the best digital solution, including systems integration
- Creating an outline of the business needs and the digital solutions to make a compelling business case
- Developing process models of clients' current processes with recommendations for change, including a review of existing systems functionality
- Once a Statement of Work has been agreed, continually working with the client to ensure they are up-to-date with progress, impact and timescales
- Actively project managing the process so each element is delivered to time and budget
- Ensuring the correct Hart Square methodology is used in line with the Statement of Work document and expected quality standards
- Driving projects forward, facilitating decisions, flagging and solving client problems
- Developing productive and valued relationships with clients through ownership, communication and reliability
- Taking full responsibility for projects from internal handover to completion
- Creating project documentation including requirement specifications, PIDs, project plans and reports
- Delivering business cases for investment, requirements gathering for new technology, business process reviews, procurement and technology partner selections, CRM and digital implementation project management
- Working collaboratively with the Business Development team to ensure a trusted advisor relationship is established with clients
- Representing Hart Square in a professional manner at all times, promoting the company as a centre of quality and excellence
- Contributing to projects being managed by other Hart Square staff as required
- Contributing to the development of proposals to clients on request
- Fully documenting all projects within your responsibility for both the clients' and for Hart Square's benefit

	Essential	Desirable
<b>Experience</b>	Knowledge of modern Client Relationship Management (CRM) systems and digital engagement tools	Experience in the non-profit sector  Financial management skills

	<p>Knowledge and practical application of different project management tools. Experience of delivering two or more of the following types of projects</p> <ul style="list-style-type: none"> <li>• business case for investment</li> <li>• requirements gathering for new technology</li> <li>• business process review</li> <li>• procurement and technology partner selections</li> <li>• CRM and/or digital implementation project management</li> </ul> <p>Strong analytical, commercial skills and business acumen Strong project management skills Prince 2 Foundation qualified</p>	Understanding of principles of Change Management
<b>Commercial acumen</b>	Understanding of what it takes to deliver a commercially viable project and principles of utilisation management	Experience in consultancy work
<b>Quality</b>	Delivers high quality written work, with excellent attention to detail, as well as high quality confident verbal communication skills	
<b>Motivation</b>	Ability to work alone, take ownership and accountability to offer proactive solutions to client issues Energetic and enthusiastic with a strong will to succeed	
<b>Judgement</b>	Ability to consider and explain risk and the impact of opting for particular options or delivery outcomes Learns from experience and is using this experience to generate business improvements	
<b>Credibility and communication</b>	Builds effective relationships with teams and stakeholders Communicates clearly and concisely Can facilitate discussions between individuals or groups in internal and external context Can adapt style of communication to persuade and influence different audiences Keeps relevant parties informed of progress and costs both verbally and through written reports	Excellent presentation skills to large audiences
<b>Resilience</b>	Can balance and prioritise conflicting demands while maintaining good judgement and a sense of perspective	

	Remains balanced and rational in dealing with others at all times Demonstrates physical and mental resilience in stressful and challenging situations	
<b>Teamwork</b>	Demonstrates energy and team spirit that enhances goal attainment Contributes to an open and supportive culture	
<b>Organisation</b>	Manages own time and completes multiple tasks/assignments with potentially competing deadlines Documents tasks and procedures and works in a logical and methodical way Regularly communicates on progress with both internal and external project stakeholders	