

Our business is founded on excellence, innovation and integrity. As a Service Management Consultant you will deliver world class business critical support services with these key objectives in mind. As a driving force behind the long-term management and growth of our Client relationships, you will play a critical role in realising lasting improvement to Clients' operational business through expert knowledge of their people, processes and systems.

Our ability to tailor our Service Portfolio to meet the specific needs of each Client is one of our key differentiators. This ensures that our Clients receive precisely the services that their business needs. It won't surprise you that this approach to Service Management Consultancy requires a high degree of collaboration with our Clients, and so you and your team must possess excellent interpersonal and management skills to complement your proven practitioner ability.

The people, processes and systems that we support all play a business critical role, and so you must be tenacious in owning the management and resolution of assignments with sensitivity and empathy for every Clients' unique situation and requirements.

If you are looking for a career in a commercially and technically demanding environment, where you and your team can truly make your mark and earn an enviable reputation, then we want to hear from you.



➔ Skills and Experience:

Commercial:

- Ability to understand the 'bigger picture', and how your work fits into the delivery of a wider project or service.
- Awareness that a piece of work should only be undertaken if it has first been commercially agreed.
- Strong judgement skills, particularly in the escalation of significant technical issues which may have a wider business impact.

Leadership and Management:

- Ability to proactively identify, own, organise and deliver self-contained work packets with support from senior colleagues.
- Ability to proactively identify issues that may impact a Service Level Agreement and concisely communicate these issues to senior colleagues.

Practitioner:

- Understanding of the role of support services within a professional services business environment.
- Appreciation and understanding of technical systems design, including database design, business rules design and user interface design.
- Polished document preparation skills suitable for a wide variety of audiences.
- Demonstrable work planning skills.
- A Masters and/or a 2:1 or higher degree in an Information Technology, numerate or Geographic Information related discipline is preferred.

➔ Essential Attributes:

- Possess strong all round interpersonal skills, with an ability to analyse problems and exercise good judgement in finding effective solutions.
- Be creative and thorough, with excellent attention to detail and an understanding of the importance of quality.
- Be motivated by achievement and fulfilling their potential.
- Positive, flexible and adaptable with a 'can-do' attitude to overcoming challenges (that are not always technical).
- Enthusiastic and responsive when working within a team, determining a course of action and focusing efforts to deliver.
- Conscientious and diligent so that your team feels confident that you can be entrusted with ownership and accountability.

If you believe you are the outstanding Graduate Service Management Consultant that can take on this challenging and key role, then this is a genuine opportunity to develop your own career by helping us bring out the best in our very talented and career minded people.

Please write to us enclosing your CV and a covering letter explaining your suitability for the role and why you want to work for Informed Solutions. Address your application to Emma McGrail, Personnel and Professional Development Services, Informed Solutions, The Old Bank, Old Market Place, Altrincham, Cheshire, WA14 4PA or e-mail cvs@informed.com. Quote reference SMC1008 for this role.

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