

Our business is founded on excellence, innovation and integrity. As an Operations Consultant you will be responsible for delivering our world class technical consultancy services with these key objectives in mind. As a champion of specialist technical expertise, you will apply your industry leading skills to deliver and maintain complex enterprise solutions that realise lasting and positive benefit to our Clients' business.

As a respected authority behind the delivery and maintenance of challenging, diverse and national scale enterprise solutions, you will use your drive, initiative and professional judgement to support your team in exceeding Client expectations. The delivery of these solutions requires a high degree of collaboration with both our Clients and Alliance Partner network, and so you and your team must possess excellent interpersonal and management skills to complement your technical ability.

All of the solutions that we deliver play a business critical role, and so you must be a tenacious problem solver with the ability and focus to practically apply your skills to ensure the highest possible quality of service for our Clients'.

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 plan and estimate schedules, resourcing and costs for individual project work streams and self-contained work packets.
- Ability to support senior colleagues in the definition of Service Level and Operating Level agreements.
- Sound commercial awareness in identifying and signposting breaches of commercial agreements (e.g. project scope creep).
- Sound commercial awareness in identifying and signposting issues, risks and potential business opportunities to senior colleagues.

Leadership and Management:

- Ability to proactively work alongside peer consultants, sub-contractors and Alliance Partners in the delivery of assigned work packets.
- Ability to proactively support senior colleagues through the ownership, management and delivery of technical work streams.
- Ability to proactively identify issues that may impact the operation of a system and concisely communicate these issues to senior colleagues.

Practitioner:

- Experience of working within industry standard project management and service management methodologies (e.g. PRINCE2 and ITIL).
- Commercial experience in designing, implementing and testing enterprise solution components across all stages of the development lifecycle.
- Commercial experience of supporting and maintaining the day-to-day operation of enterprise scale technical solutions.
- Commercial experience of the end-to-end software development lifecycle.
- Commercial experience of industry standard system development methodologies (e.g. RAD, UML, Object Orientation, Design Patterns etc).
- Commercial experience of industry standard system technologies and frameworks (e.g. .Net, J2EE, SQL, XML etc).
- Excellent interpersonal skills with experience of face-to-face Client liaison.
- Polished technical and business document preparation skills suitable for a wide variety of audiences.
- Proven work planning, prioritisation and organisation skills.

➔ 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 Operations 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 OC1008 for this role.

London Office: 100 Pall Mall, St James's, London, SW1Y 5HP

Manchester Office: The Old Bank, Old Market Place,
Altrincham, Cheshire, WA14 4PA

Tel: +44 (0) 161 942 2000

Fax: +44 (0) 161 942 2015

