

Senior Operations Consultant



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:

- Accomplished in planning and estimating schedules, resourcing and costs within both a project and Service Management context.
- Strong commercial awareness, particularly in identifying and managing risk, change and delivery within a commercially agreed scope.
- Experience/ability to proactively identify and position new high-value service offerings to Clients.
- Experience supporting the definition of commercial frameworks, including Service Level Agreements and Operating Level Agreements.

Leadership and Management:

- Ability to inspire, motivate and lead talented teams and individuals to achieve their potential.
- Experience/willingness to identify and champion relevant professional standards through appropriate body membership and engagement.
- Goal oriented management of teams comprising junior Consultants, sub-contractors and Alliance Partners.
- Experience in managing the development of teams and individuals through coaching and recruitment.
- Experience/ability to manage multiple work streams within both a project and Service Management context.

Practitioner:

- Experience of industry standard methodologies such as ITIL and PRINCE 2 (ITIL and/or PRINCE2 certification desirable).
- Possession of industry leading technical and methodology expertise (e.g. SOA, RUP, UML, .Net, J2EE etc).
- Experience in delivering and quality assuring enterprise level solutions across all stages of the system development lifecycle.
- Superb interpersonal skills with experience of Client liaison across all levels of an organisation.
- Excellent business and technical writing skills, as well as polished document preparation, meeting management and presentation experience.
- 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 Senior 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 SOC1008 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

