## Position Description

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| Position Title: | **Manager** |
| Practice Group: | Government and Utilities |
| Location: | Sydney |
| Reports To: | Practice Group Leader |

## Objectives

To help clients achieve sustainable high performance, build the practice and contribute to the firm’s success by:

* successfully leading and managing surveys, research and consulting projects
* growing existing accounts and assisting the conversion of new business opportunities
* raising the profile of the practice within the sector and with target accounts
* coaching and mentoring junior team members, and
* acting in accordance with the Company’s values, policies and procedures at all times.

## Responsibilities

### Delivery (80% of time)

* Supervise medium and large projects ($20-100K) - target of projects supervised in excess of $650k p.a.
* Be involved in consulting and change management projects arising from surveys or other leads

### Business development (15% of time)

* Collaborate with colleagues to win new business – target of assisted sales of $100k p.a.
* Build and expand relationships within existing networks and for targeted/key accounts
* Build and maintain strong and positive relationships with all clients and prospects

### Firm building (5% of time)

* Contribute to research programs (articles and whitepapers)
* Coach and mentor junior staff
* Help shape a high performance culture in line with our values
* Provide suggestions and input into process and product development initiatives
* Support ad hoc internal programs eg projects that support our strategic pillars

## Requirements

### Qualifications and Experience

* Graduate or post-graduate degree in business, arts or science with a major in marketing, management, commerce, psychology, statistics or human resources (post graduate qualifications are highly desirable)
* 4+ years relevant industry experience in a professional services organisation (research or consultancy), preferably with exposure to Local Government

### Personal Characteristics and Skills

* Passion for helping organisations achieve sustainable high performance through customer and employee engagement
* Demonstrated ability to build relationships
* Ability to manage multiple projects at the same time
* Ability to find, present and action new ideas and areas for continuous improvement
* Strong verbal and written communication skills
* Team player who works collaboratively
* Highly organized with strong attention to detail
* Ability to work quickly and perform under pressure

## Our core Values

* **Innovative** - we always look for better ways of doing things
* **Collaborative** - we act as one team
* **Accountable** - we deliver on our commitments
* **Passionate** - we bring energy and optimism to our work, our organisation and our clients
* **Professional** - we act with integrity and strive for excellence in our work

## Competencies

Our Practice employees are the client facing representatives of Insync. While things such as values and professional expectations are expected to be exemplified at all levels, there are differences in Practice roles, responsibilities & competencies.

The following table highlights the competencies. A full competency document is available to all employees upon commencement. The full document highlights the key differences between roles for each competency element and forms the basis for position descriptions, promotions, incentives, learning & development and our internal 360 surveys.

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| **Core competency** | **Elements** | **Definition** |
| Thought leadership | Subject matter expertise | Proactively stays abreast of current developments and trends in relevant profession/industry(ies) |
| Research and innovation | Suggests and/or implements new ideas or improvements to existing processes, products, templates and materials in collaboration with relevant stakeholders |
| Strategic advice | Formulates objectives and priorities, and implements plans consistent with the long-term interest of both the organisation and the client; capitalises on opportunities and manages risks |
| Business Development | Commercial focus | Understands and can articulate the present and proposed future state of Insync and how own role and work impacts on this |
| Building relationships | Uses appropriate interpersonal style and communication methods to gain acceptance of a product, service, or idea from prospects and clients (internal and external) |
| Resilience | Deals effectively with pressure; remains optimistic and persistent, even under adversity, and recovers quickly from setbacks |
| Project Management | Planning | Manages plans, timelines, stakeholders and resourcing with respect to other stakeholders and without compromising company values |
| Communication | Uses appropriate communication styles to engage with, provide insight to, and establish effective relationships with internal/external clients, prospects and stakeholders alike |
| Facilitating change | Considers the organisation’s strategy, structure, process and culture when facilitating change including organisational, individual, economic, cultural, social and political forces |
| Personal effectiveness | Leadership | Leads self and others in a manner that inspires |
| Team building | Proactively collaborates both within and across Practice Groups, putting needs of team ahead of self |
| Continuous learning | Uses, pursues and applies new knowledge and skills |