



Senior Transformation Consultants

based in Oxfordshire - with regular travel and options to work from home
competitive package inc bonus and benefits

We would be interested to talk to candidates who are interested in either a permanent role, or on a contract basis.

How would it feel to know that you had helped some of the UK's leading companies to radically improve their operations and customer service? To know that, in part thanks to specialist input you provided, those companies are climbing the industry rankings, have millions of happy customers and are becoming innovative leaders within their field? And to know that on top of all that, you are working with an inspiring, dynamic team who will support you to take your career in the direction you want to go?

We think it feels pretty good.

We are a growing, ambitious consultancy that helps household-name clients to radically transform their operations and customer service through the design, implementation and enhancement of workforce and mobility processes. This may not sound glamorous, but we know that utilising effective strategies, processes and technologies for managing work and people, in a way that supports our customers' strategic priorities, can lead to the transformation of their business.

And if you're the kind of person we are looking for, you'll understand that too.

The Role

We are looking for senior Transformation candidates (from Senior Consultant through to Programme Manager level) to fulfil roles at a variety of levels on our projects.

You will be working on, or leading, programmes to help our clients drive industry-leading business transformation from their mobile workforce operations, with an holistic focus on people, process and technology.

You must have fantastic client-facing skills, proven experience in delivering large-scale transformation (preferably within utilities, facilities management, telecoms or a related industry) and a practical, hands-on approach to getting things done. If you'd like a permanent role with us, you'll also have the passion and determination to help us grow Leadent into a world-class consultancy by leading internal projects and initiatives.

Exact responsibilities vary between grades, but at a high level, you will be expected to:

- Provide expert advice and guidance to clients on how to improve their workforce strategy, operations, processes or technology

- Lead, or take senior roles within, large-scale transformation programmes to improve the client's organisation's operational effectiveness
- Quickly and clearly understand clients' business challenges, issues, and complexities within their organisation
- Communicate effectively with colleagues and clients at all levels, including up to Cx-level
- Maintain an awareness of, and interest in, a range of workforce management solutions
- Produce accurate, clear and impactful reports and presentations to clearly convey complex messages
- Take a professional, yet fun and friendly approach to getting things done
- *[Perm roles only]* Contribute to business development activity by developing propositions, writing proposals/collateral, engaging partner/stakeholders and utilising your network
- *[Perm roles only]* Contribute to Leadent's success and growth by taking responsibility for one of our key internal enablers (via our Leadent Excels framework)
- *[Perm roles only]* Contribute to our proprietary Transformation Approach, which uniquely enables to plan and manage transformation projects that have a mobile workforce focus

What we're looking for

Maybe you are an experienced Associate looking for your next Programme Management role and you've got the kind of expertise we are looking for? If so, that's great and we'd be interested to hear from you. Or maybe you're looking for your big opportunity to join a smaller, dynamic company and make a difference – that's good for us too. We're open to hearing from candidates at various levels and with differing aspirations; if there's a fit between something we need and what you've got we'd love to hear from you.

In all cases, you'll need:

Knowledge & Experience

- Experience of working on large-scale transformation programmes
- Experience of working in at least one of the following sectors: utilities, telecoms, facilities management, field service
- General consulting experience from the following: business analysis, process design, business architecture, change management, project/programme management, quality assurance, operational/strategic review

Personal capabilities

- Ability to work and communicate confidently and effectively with colleagues and clients at all levels of an organisation, including up to C-x level
- A proactive and positive approach to client work and self-development
- Ability to adapt to different clients and industries
- A professional, but fun approach to work
- Excellent written and verbal communication skills in English
- These are client-facing roles and will require mobility (mostly within the UK) including periods away from home during the week

Nice to have

- Knowledge and expertise in the challenges and solutions for companies that have a large, remote workforce
- Working knowledge of enterprise-level workforce management solutions

All candidates must have existing and long-term permission to work in the UK.

The Company

Leadent Solutions is a niche consultancy helping organisations drive improved business performance from their service operations. We work with clients to design and optimise their entire service operating model from the back to the front office. Our clients are large private and public organisations from a range of industries including utilities, energy, telecoms, transport, facilities management and services. The company provides business and technology consulting services such as project management, implementation, process optimisation, change management and support.

To find out more about our organisation, please visit www.leadentsolutions.com

Why you might like to work for us

We like to think that Leadent Solutions is a vibrant and exciting place to work. We don't always do things the same way as other consultancies, and we believe the things which make us different are just as important to our team as they are to our clients. We have a strong team ethic that is in evidence across all levels of the organisation, and a shared commitment to exceeding our clients' expectations.

In return for your hard work and commitment, we can offer:

- A highly competitive salary, bonus and benefits package
- Genuine opportunities to stretch yourself, take on responsibility and make your mark on the organisation
- Exposure to blue chip clients delivering real transformational change
- Entrepreneurial, approachable senior management and a supportive working environment