Head of Consultancy

Location: Leeds

About the role

Reporting to the Professional Services Director, the Head of Consultancy is primarily responsible for proactively managing Technical Consultants reporting into this role and acting as player manager delivering technical business strategic consultancy.

Responsible for ensuring Technical Consultants deliver industry leading technical business strategic consultancy, assisting customers to build a roadmap and business case for follow on projects.

This role owns responsibility for ensuring Technical Consultants produce high-quality low-level design, act as TDA leadership for projects and supports the deployment team to deliver the project.

This role ensures close collaboration with other departments to ensure effective hand of between Pre-Sales, Delivery and Managed Services. Responsible for delivering outstanding technical quality that drives and supports business growth with a high level of Customer satisfaction. Accountable for building strong trust relationships with Customers and building new trust relationships with new named accounts.

This role is responsible for senior management technical escalation, also for driving efficiency into process, driving innovation with our service offerings working in close collaboration with colleagues.

This role will Support of the Professional Services Director to define and deliver strategic business unit goals.

Maintaining a professional and confident approach this role will deliver exceptional customer service and maintain a regular communication with internal and external customers, often in a high-pressure environment.

What you'll be doing

General Management. Day to day leadership, management and mentoring of direct reports, responsible for 1:1s, appraisals alongside PSD, holiday and sickness process authorisation, utilisation of staff, scheduling of direct reports to ensure that they are efficiently and effectively utilised, maximising on their availability. Responsible for adherence to team standards, process and procedures, accountability for deadlines. Time recording and effective use of tooling by team members, ensuring task duration and completion of forecasting. Act as a mediator between multiple teams including commercial, Pre-Sales and Managed Services operational teams.

Customer Satisfaction. Responsibility and technical ownership of consultancy led project delivery. Responsible for delivering a high quality of service to Customers resulting in a high level of Customer satisfaction. Ensuring a high level of technical accuracy, designing and deploying innovative, stable, manageable solutions that exceed Customer expectations.

Thought Leadership. Using technical expertise and experience to drive, influence and shape outcomes with stakeholders. Drive and influence technical offerings and process innovation with strong market knowledge and high level of technical capability.

Commercial Governance. Delivering a high standard of technical governance including ensuring staff follow standard PMO/Technical process, utilise standard documentation templates, produce in a timely manner LLD and BOM content. Ensure technical staff maintain a high level of technical skill and accuracy. Ensure an effective peer review process and culture is maintained and that documentation is stored and secured in a suitable manner. Ensure staff take ownership of roles and responsibilities and deadlines in the delivery cycle. Ensure technical consultants' handover supportable solutions into BAU in a smooth and effective manner.

Strategic Goals: Assist PSD to define and implement agreed strategic goals.

Portfolio: Maintain and develop existing and new Partner/Vendor relationships. Support technical consultants with partner engagement to Influence new product development to ensure Xalient' technology portfolio remains best of breed. Remain informed on market trends and emerging technologies. Maintain and widen skills to deliver independent technical advice with market leading knowledge.

Internal Customer Liaison: Regular interaction with all stakeholders to ensure effective communication and leadership across the business.

Training: Ensure you and your direct reports maintain and expand a depth of relevant market and technical knowledge to ensure a high level of expertise. Demonstrate market leading skills and knowledge to develop or reinforce trust relationships.

Any other reasonable duties Xalient require day to day.

What you'll need

At least 5 years' experience in an MSP technical role working directly with Customers.

Experience of engaging with Customers at a business level, understanding business goals and objectives, guiding Customers with the development of roadmap/business case/plans.

At least 5 years' strong experience with leading networking and security technologies to ensure a strong understanding of the market.

Strong technical expertise in LAN,WAN,Security,Cloud networking/SDWAN/Identity.

Demonstrable leadership skills, capable of a high-quality design and deployment delivery with a strong service focused culture. Ability to influence, motivate and manage intelligent staff.

Ability to mentor and monitor staff to build on their skills, confidence, risk management and organisation skills. Ensure estimating is accurate and that project budgets and deadlines are both realistic and managed or achieved consistently.

Capable of handling complex escalated situations internally and externally with a strong level of diplomacy to achieve a positive outcome.

Excellent interpersonal and communication skills, both written and verbal. You should be confident to communicate at every level within small and large enterprises, effectively escalating wherever necessary.

Exceptional time management and organisational skills.

Positive and helpful in attitude and decisive in approach

Competencies:

Business Awareness – An understanding of the processes and issues relevant to one's job. This ranges from job knowledge to an appreciation of complex internal and external business issues/trends.

Achievement Orientation - The determination to perform at the highest standard, aiming to exceed norms and expectation.

Relationship Building - The ability and willingness to develop and exploit a range of productive relationships both inside and outside the team

Analysis - The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems. Excellent numeracy skills required.

Adaptability - The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.

Organising Work/Project Management - The ability to marshal and manage resources (people, funding, materials and support) to achieve a task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals.

Customer Orientation - The ability to recognise both internal and external customers and the willingness to cooperate with them fully, in order to help them achieve their objectives.

Technical or Professional Knowledge – The ability and motivation to apply and develop one's own professional and technical knowledge and to share this expertise with others.

People Development – The willingness and ability to help others develop appropriate knowledge, skills and attitudes, through objective setting, coaching, training and the provision of constructive feedback

Mobility Requirements

Possible requirement to travel across the UK and occasionally abroad, otherwise the role is based from home with visits to Xalient offices as required.