

JOB DESCRIPTION

Job Title:	Consultant (L4/EXT)
Department:	The Compliance People, Newground Commercial Services
Office Location:	Home based. Office: Prospect House, Blackburn.
Grade	LEVEL 4
Job Purpose	<ol style="list-style-type: none"> 1. To deliver environment, health and safety consultancy and training services to commercial clients. 2. To develop consultancy and training services to ensure they remain current and relevant to clients' needs. 3. To identify and develop commercial opportunities. 4. To develop and maintain working relationships with clients. 5. To actively engage in CPD to further personal and professional development as a consultant. 6. To support the maintenance and development of The Compliance People's Legislation Update Service (LUS).
Reporting To	Consultant Lead
Staff Mgt Responsibilities	<p>Provide mentoring, support and guidance to junior consultants and other relevant roles within The Compliance People team.</p> <p>No line management responsibilities.</p>
Range of Decision Making	Daily decisions relating to the prime objectives of post and within established policies and procedures.
Responsibility for Assets, Materials Etc.	Access to computer information and confidential material etc., therefore responsible for the security and management of it under the provisions of the Data Protection Act.
Budgetary Responsibilities	<p>Achieving agreed income generation targets, as required.</p> <p>Scoping, costing, pricing and establishing budgets for commercial contracts and delivering to budget, as required.</p>
Key Contacts	<p>The Compliance People clients - LUS subscribers and external commercial services customers.</p> <p>Relevant personnel across The Compliance People team.</p>
Essential Duties & Responsibilities	
Key Responsibilities and Accountabilities	<ol style="list-style-type: none"> 1. To fulfil the operational responsibilities of a Level 4 consultant as outlined in the Skills Matrix (attached to this job description and person specification). 2. To attend on-the-job and structured training relevant to the position. 3. To meet individual and collective performance targets and contribute to the collective financial and strategic non-financial objectives and targets of The Compliance People.

	<ol style="list-style-type: none"> 4. To represent The Compliance People and always act in an ethical, responsible, and professional manner. 5. To undertake such duties as may from time to time be agreed with your line manager.
Liaison / Networking	<ol style="list-style-type: none"> 1. Build and maintain strong links and working relationships with The Compliance People team and other internal stakeholders. 2. Develop working relationships with commercial clients and external stakeholders. 3. Attend and participate in relevant professional group forums, networks, seminars and events.
Administration	<ol style="list-style-type: none"> 1. To contribute to formal reporting procedures to enable efficient and accurate reporting of activity and achievements against any individual and team targets.
Continual Personal & Professional Development	<ol style="list-style-type: none"> 1. Undertake personal and professional development as outlined in the External Consultant Skills Matrix (attached to this job description and person specification). 2. Keep up to date with current and emerging issues relevant to The Compliance People's portfolio of products and services. 3. Attend training and actively see to continually enhance understanding of The Compliance People's products and services.
Corporate Duties	<ol style="list-style-type: none"> 1. Adhere to all The Compliance People processes and policies and maintain customer confidentiality. 2. Ensure product brands and corporate values are evident to the customer at all times. 3. Understand and adhere to the vision and values of The Compliance People. 4. Abide by the objectives and targets of the business and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records. 5. Fulfil personal requirements where appropriate, with regard to Company policies and procedures, particularly health and safety, equality and diversity, customer care, emergency evacuation, security, work standards and promotion of the Company's core values. 6. To attend any training and development events considered necessary.
Notes	<p>This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Company may affect any necessary change in job content, or may require the postholder to undertake other duties, at any location in the Company's service, provided that such changes are appropriate to the employee's remuneration and status.</p>

PERSON SPECIFICATION

Job Title:	Consultant (L4/EXT)
Department:	The Compliance People, Newground Commercial Services
Grade:	Level 4
Office Location:	Home based. Office: Prospect House, Blackburn

Assessment Code:	
E	You must have these attributes as they are the ESSENTIAL requirements of the post.
D	These attributes are DESIRABLE and therefore an advantage

	Attributes	E/D
Experience	a. Experience of researching a given subject and summarising findings in a written format.	E
	b. Experience of presenting findings from research in a formal or non-formal verbal presentation.	E
	c. Experience of using Microsoft Office applications.	E
	d. Experience of working collaboratively in a multi-disciplinary team.	E
	e. Experience of working to strict deadlines.	E
	f. Experience of developing and delivering consultancy services to a range of sector clients in the field of environment, health and safety.	D
	g. Experience developing and delivering training in different format in a commercial environment.	D
	h. Experience of developing proposals / tenders	D
	i. Experience of identifying and reporting on environment, health and safety issues within a broad range of business sectors and making recommendations and implementing improvement programmes to address those issues.	D
	j. Experience of working to and achieving performance targets.	E
Knowledge & Expertise	a. Fluent verbal and written English language skills.	E
	b. Ability to apply standard English grammar rules to written work.	E
	c. Ability to research a given subject.	E
	d. Ability to present written reports to internal and external clients that accurately present findings and recommendations, using current ICT packages.	D
	e. Effective communication with others in person, by phone or email.	E
	f. Proven organisational skills with the ability to prioritise own tasks, deliver on time and to budget.	E
	g. Ability to work individually and within a team environment.	E
	h. Good working knowledge of the legal framework within the UK and ROI.	D
	i. Good working knowledge of ISO 14001, ISO 45001 and ISO 9001.	D
	j. Ability to practically apply knowledge of environment, health and safety legislation in a business environment.	E
	k. Ability to positively influence clients to improve their performance.	D
	l. Ability to actively recruit new commercial clients, develop new commercial opportunities, and develop and maintain good working relationships with clients.	D
	m. Excellent communication and presentation skills with the ability to explain relevant and often complex issues to a range of audiences.	D

	n. Ability to mentor and support junior members of staff.	D
Education & Qualifications	a. Study of an appropriate subject, such as Environmental Studies, Health & Safety at degree level.	D
	b. NEBOSH Environmental Management Certificate.	D
	c. NEBOSH National Certificate in Health and Safety.	D
	d. Appropriate level of membership of a relevant professional body (e.g. Practitioner membership of IEMA or Tech membership of IOSH).	D
	e. Appropriate training qualification.	D
	f. Internal auditor qualification.	D
	g. Ability to demonstrate a commitment to Continuous Professional Development.	E
Other	a. Ability to organise personal workload with a minimum of supervision.	E
	b. Ability to work proactively on own initiative with minimum supervision.	E
	c. Full Driving Licence, and the use of own vehicle with insurance for business use to undertake travel across the UK and ROI.	E
	d. Flexible approach to working hours to meet work demands/priorities.	E

Key Competencies		
Heading	Level	Definition
Delivering Excellent Customer Service	3	<ul style="list-style-type: none"> Customer orientation – the ability to recognise both internal and external customers and the willingness to co-operate with them fully to help them achieve their objectives. Ability to work with customers, partners, and personnel at all levels within the Company, establishing credibility and building trusted status. Looks for trends/monitors issues and ensures the team is equipped to manage and respond to changing customer needs. Acts as a role model for delivering excellent customer service. Ensures customer service is high on the team's agenda.
Communicating & Influencing	3	<ul style="list-style-type: none"> Relationship building – the ability and willingness to develop and exploit a range of productive relationships both inside and outside the team. Communication – The ability to speak and write to be clearly understood by others using appropriate language, vocabulary, and style. Considers the way a message may be received by different audiences. Constructs communications to address different audiences' perspectives. Adopts an open-door policy – welcoming input and feedback from the team. Thinks on feet and handles in depth questions with confidence. Uses well-structured rationale to convince others in complex situations. Understands and uses key influencers to achieve successful outcomes.
Delivering High Performance	3	<ul style="list-style-type: none"> Organising work – the ability to marshal and manage resources (people, funding, materials, and support) to achieve a project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals. Achievement orientation – the determination to set oneself and meet high standards, exceeding norms and expectations. Takes responsibility for delivering against departmental budget.
Managing Change	3	<ul style="list-style-type: none"> Willingness to listen, contribute and adapt to a rapidly changing environment. Constructively challenges existing practices to seek the most effective way of working. Assesses the barriers to change and works with others to remove them. Creates an environment that welcomes change, encouraging challenge and innovation. Actively seeks new and exciting service offerings/opportunities.

Key Competencies		
Heading	Level	Definition
Making Decisions & Solving Problems	3	<ul style="list-style-type: none"> • 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. • Provides advice, challenge and support for others when they are making decisions. • Collects facts and first hand observations through personal investigation from a range of sources. • Considers all perspectives and keeps asking questions until the root cause and best solutions are identified.
Developing Self & Others	3	<ul style="list-style-type: none"> • 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 and trends. • Keen to develop their personal knowledge and understanding to benefit the team. • Understands the development priorities for the department as a whole, maintaining a clear view of short- and medium-term development needs. • Promotes continuous learning and shares successes and failures to support learning across the department.
Acting Commercially	3	<ul style="list-style-type: none"> • Commercial awareness to identify new business opportunities with existing customers and increase retention revenue. • Develops services to enhance the service offering and build “brand profile” and reputation. • Understands deadlines within the financial calendar and ensures that activity is completed in time to meet deadlines. • Keeps up to date on developments in the sector to shape the way that services are developed and delivered.
Building Effective Teams	3	<ul style="list-style-type: none"> • Creativity – the ability and willingness to generate new ideas and to recognise and build upon those of others. • Working with all stakeholders, ability to understand business priorities and activities to resolve conflicting demands for the same resources. • Encourages cross functional teams to work together. • Recognises and publicises successful team efforts. • Looks for regular opportunities to communicate more formally with the team (facilitating team meetings, conducting team briefings, etc.). • Looks for opportunities to work together across teams to avoid duplication of effort and maximise efficiency. • Resolves disputes within the team ensuring a harmonious working environment.
Equality & Diversity	3	<ul style="list-style-type: none"> • Incorporates ideas and concepts from different backgrounds creatively. • Shows empathy and sensitivity in dealing with all people. • Helps develop a culture where E&D is embraced positively. • Adapts to meet the needs of different audiences.