

**JOB TITLE:** Senior Business Consultant

**DATE:** January 2015

**REPORTS TO:** Consulting Manager

| POSITION DESCRIPTION |  |
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| Position purpose     | <p>The Senior Business Consultant role is primarily responsible for the implementation of IFS Components to the agreed scope and deliverables within IFS Australia customer sites. Acting as part of a delivery team will work with IFS colleagues and the client representatives to provide a high quality, fit for purpose business process solution that adds value to the client and meets the expectations and standards expected by both IFS and the client. May act as the lead Project Manager on some implementations.</p> <p>You will be reporting to the Consulting Manager for your region, or other person as may be reasonably appointed from time to time.</p>  |
| Main tasks           | <p>Core objectives include:</p> <ol style="list-style-type: none"> <li>a. As part of the project team, manage a high level of productivity during functional consulting services which may include: <ol style="list-style-type: none"> <li>i. Functional Consulting and Training Services to clients</li> <li>ii. Analysis and documentation of client requirements.</li> <li>iii. Writing of specification documents for modifications and reports.</li> <li>iv. Arrange/attend Project progress and planning meetings as required.</li> <li>v. Understand, interpret and develop documentation in relation to the specific business process requirements of the client as it pertains to IFS functionality.</li> <li>vi. Configure and prove IFS Applications solutions to meet client requirements.</li> <li>vii. Deliver training and client workshops.</li> </ol> </li> <li>b. Provide advice and assistance in all stages of IFS Project Delivery.</li> <li>c. Act as the lead Project Manager for some implementations</li> <li>d. Promote the use of the AQS (Application Quality Standards) by the IFS Australia consultants and provide advice and guidance to other consultants where needed.</li> <li>e. Use all company methodologies, documentation</li> </ol> |

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|                      | <p>and procedures in providing these services.</p> <p>f. Both interstate and foreign travel may be required from time to time</p> <p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p> <p>In your role</p> <ul style="list-style-type: none"> <li>• Analysis and documentation of client requirements</li> <li>• Delivery of customer facing sessions in accordance with company methodologies including training, testing, workshops.</li> <li>• Development of specification documents for modifications, reports or any other type of configuration activity.</li> <li>• Development of high quality project related document deliverables in accordance with company methodologies.</li> <li>• Provide support to other departments as required, including sales, support and account management.</li> <li>• Promote the introduction of new technology as and when it comes to market</li> <li>• Effectively function as a Project Manager, presales and functional consultant in the IFS Australia team.</li> <li>• Promote the introduction of new technology as and when it comes to market</li> <li>• Use all company methodologies, documentation and procedures in providing these services</li> <li>• Both interstate and foreign travel may be required from time to time</li> </ul> <p>These responsibilities may change subject to the needs of the company. It is the spirit of this agreement that reasonable changes to these duties be accepted by you</p> |
| Required qualities   | <ul style="list-style-type: none"> <li>➤ Professional approach.</li> <li>➤ Ability to work under pressure.</li> <li>➤ Organisational and time management skills.</li> <li>➤ Excellent attention to detail.</li> <li>➤ Team Approach</li> </ul>  |
| Desired competencies | <ul style="list-style-type: none"> <li>➤ Analytical thinking.</li> <li>➤ Initiative.</li> <li>➤ Business awareness.</li> <li>➤ Tenacity.</li> <li>➤ Strategic thinking.</li> <li>➤ Positive approach to change.</li> </ul>  |

| PERSON SPECIFICATION  |  |
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| Qualifications        | ➤ Formal qualifications in Business or Industry well regarded.   |
| Experience            | <ul style="list-style-type: none"> <li>➤ 10 years' experience in Business or Industry</li> <li>➤ Excellent knowledge and ability with MS Office, particularly Excel and Word due to the high level of written component to this role.</li> </ul>   |
| Knowledge             | ➤ Specific Expert knowledge of at least one area of IFS Applications, e.g. Projects, Assets, Finance and at least one other area to at least intermediate level.   |
| Skills & competencies | <ul style="list-style-type: none"> <li>➤ <b>Customer service focused:</b> committed to providing exceptional customer service across all channels – written, phone and face to face.</li> <li>➤ <b>Communication:</b> the ability to communicate clearly and concisely, varying communication style depending upon the audience.</li> <li>➤ <b>Attention to detail:</b> excellent attention to detail and written skills when communicating with others, both internally and externally.</li> <li>➤ <b>Commerciality:</b> ability to apply knowledge in a practical, commercial manner.</li> <li>➤ <b>Teamwork:</b> willingness to assist and support others as required and get on with team members.</li> <li>➤ <b>Time management/organisation:</b> accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.</li> </ul> |
| Personal attributes   | <ul style="list-style-type: none"> <li>➤ Professional approach (essential).</li> <li>➤ Confident manner (essential).</li> <li>➤ Positive approach to change (essential).</li> </ul>  |
| Other                 | ➤ Working knowledge of Microsoft Word, Excel and Powerpoint is essential   |

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.**

#### **ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

#### **SIGNED BY YOU**

.....  
Employee

.....  
Date

#### **SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date