

MCM.

DOCUMENT

Job Description

JOB TITLE

Junior Behavioural Change Consultant

REPORTING TO

Head of Behavioural Change

OVERVIEW

The role requires an engaging and energetic person who is interested in behavioural change and how it can be influenced by excellent consulting, workplace design and space planning. Core activities outlined below represent an overview of the position but should not be seen as a prescriptive list of activities. The level of any additional activities will vary depending on the direction of travel as we build and develop our consultancy offer. This is a growth area of our business and it is an exciting opportunity to be part of shaping it.

This role sits within the Consultancy team which contain a blend of workplace consultancy, strategic design and behavioural change specialisms. The change consultancy offer is to be developed and designed in order to enhance and add value to the current workplace consultancy offer, and so will entail building a strong working knowledge of the workplace processes and principles and developing close effective working relationships with the team.

As this is a Junior Workplace Consultancy role MCM recognises that support will be required to develop elements of this role, in turn this also means that there is an expectation that the employee will quickly develop skills such that they can be resourced to projects as a reliable fee-earning team member.

AIM OF THE ROLE

The Junior Behavioural Change Consultant's role is to support the Senior Consultants and Associates deliver efficient and effective consultancy to our clients. There is also the opportunity to support and develop MCM's core change consultancy offer, adding greater value to the tools and approaches to ensure MCM are at the cutting edge of this field whilst delivering an outstanding change consultancy service to our clients. Areas we are particularly looking for this role to develop alongside us are; effective employee engagement, innovative and interactive communications and behavioural nudging. MCM is a values-driven organisation which reflect in how we work with and enable our clients. Company policies and procedures must be adhered to in all activities

CORE ACTIVITIES

- Support the process of winning work by attending client interviews and assisting in the preparation of project proposals.
- Brief taking; working alongside project team members to support brief collection. This may require desk research, interviews and other data collection methods. This gathered information will need to be organised and inserted into reports, presentations and other communications in a coherent and articulate manner (created in InDesign and sometimes Powerpoint).

MCM.

- Pro-actively research and be curious about emerging workplace and behavioural change trends and participate in the assembly of information that will assist in the creation of internal and external MCM expert knowledge. Information will need to be organised as useful reference using electronic storage / access means where possible. Summary outputs will be generated to support an ongoing MCM Workplace CPD programme.
- Planning, development and facilitation of workshops; working with project team member to design, administrate and support workshops with our clients that develop their knowledge and understanding as well as our own.
- Relationship management, the ability to build rapport and trust with clients so we can be effective in our role as trusted advisors to support them on their journey. Co-creating solutions with them wherever appropriate to build buy-in and strong engagement
- To analyse sets of data, both quantitative and qualitative to understand what this information may mean in terms of impact on future workplace requirements both in space and people. This will require the use of Excel spreadsheets. To work towards an excellent level of Excel knowledge to manage in-house MCM data collection and analysis, this is an area of growth for MCM that this role will be part of.
- Effective and efficient communication skills are required, both written and oral and with a wide range of stakeholders, from C-suite through to support staff. Role requires the ability to convey findings and recommendations in an engaging and precise way whilst being able to articulate why they are important and what impact they may have.
- Desire to learn workplace space planning skills including the capacity to plan space in an efficient and disciplined manner taking into consideration statutory requirements and recognised industry planning standards. Input will be early in the project when space planning will be strategic and focussed on whether a space / building will suit a particular client. During project delivery phases the planning will focus on the detail of organising spatial components to meet the specific requirements of a project brief.
- Space budgeting. To assist in the assembly of space budgets – the building of a numerical explanation of the amount of space that an organisation will need to meet their future requirements. This will require intelligent Excel skills.
- Project administration and support. To liaise with client sponsors and project team to set up meetings and to obtain project information as required. Basic project management skills would be advantageous.

VALUES

One team - all strong, all different, all supportive – the same goal

- Encourage freedom of individual expression
- Work together to achieve team goals
- We are accountable for our individual responsibilities first
- Put special effort into supporting each other to maximize potential
- Identify problems and resolve conflicts within the team
- Employ the power of positive peer relationships

Passionate and inspiring – Delivering with compelling enthusiasm and creativity

- Don't just say, do: lead by example
- Demonstrate lateral thinking to solve challenges
- Experiment and be prepared to fail; we will support you
- Objectively listen to other people's point of view; challenge and suggest something different
- Debate and explore potential
- Discuss ideas and share what excites us

Honesty and integrity – Doing what's right, not what's easy

- Openness in all our dealings
- We do what we say and when we say we'll do it
- We treat all fairly
- We listen carefully to understand and address the real needs of our clients within the framework of the contract
- We do not shy away from commercial discussions with clients when needed

Pushing the boundaries – An entrepreneurial spirit

- 'Can do' attitude
- Be adventurous and learn from mistakes
- Be passionate and inquisitive about what you do
- Challenge what's possible and be optimistic about the possible
- Empowered to challenge one and all
- Stretch ourselves in the pursuit of excellence

Nurturing - Releasing the potential of our people

- Give honest and constructive feedback
- Support each other to achieve aspirational goals
- Recognise when colleagues are under pressure and offer support
- Actively encourage each other to push the boundaries
- Listen, hear and understand