

# MCM.

## DOCUMENT

### Job Description

## JOB TITLE

### Senior Behavioural Change Consultant

## REPORTING TO

### Head of Behavioural Change / Director of Consultancy

## SUPPORTED BY

### Consultancy Team

## OVERVIEW

The role requires an engaging and energetic person who is interested in behavioural change and how it can be influenced by carefully curated interventions and workplace design and space planning. Core activities outlined below represent an overview of the position of Senior Behavioural Change Consultant role 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 change offer. A flexible, responsive approach is vital, together with initiative in identifying and focusing on what needs to be done to contribute to the growth and development of our change consulting offer.

This role sits within the Consultancy team which predominantly consists of workplace consultants. The 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.

## AIM OF THE ROLE

The Senior Behavioural Change Consultant's role is to support the building and development of MCM's core change consultancy offer, developing the tools, methodologies, framework to ensure MCM are at the cutting edge of this field whilst delivering an outstanding change consultancy service to our clients. The role assumes ownership, responsibility and accountability for the delivery of strong change projects and programmes; managing client relationships and delivering quality whilst effectively managing resources and cost to ensure profitability for projects under their remit. 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.

As a developing role, MCM recognises that support will be required to develop elements of the offer and of the role itself and will commit to doing so.

## CORE ACTIVITIES

Development of our Change consulting offer

- Support the process of winning work by attending client interviews and assisting in the preparation of project proposals.
- Develop existing tools and methodologies to enhance, build and develop our change offer.
- Develop and build benchmarking and measurement tools and methodology so we are able to demonstrate added value to the client.
- 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.

- Develop strong working relationships with clients past and present and use opportunities within your own network to enhance and build MCM's reputation in change consultancy.

## Project management

- Brief taking. To work alongside project team members to support brief collection. This may require desk research, interviews, workshops or focus groups 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).
- Design and deliver appropriate and cost-effective interventions to diagnose change support requirements for our clients in partnership with workplace findings and recommendations.
- Gather and analyse appropriate qualitative and quantitative data to support a recommended change approach in partnership with workplace findings and recommendations.
- Prepare and deliver change recommendations through well-written and dynamically delivered presentation or workshop in partnership with workplace findings and recommendations.
- Design and deliver appropriate and tailored interventions to drive behavioural change, creating appropriate documentation (approaches, strategies, project plans etc.) and content (workshop presentations, agendas, tools, frameworks) as required
- With the Head of Behavioural Change agree the required deliverables to ensure we are neither over or under servicing our client and that all outputs are aligned to our Scope of Services.
- Develop and maintain client relations to ensure client satisfaction. Any client dissatisfaction should be rapidly dealt with and reported to the Head of Behavioural Change or the Director of Consultancy.

## Consultancy, facilitation, coaching and training

- The Senior Change Consultant will work alongside Workplace Consultants, Strategists, Designers and Architects to facilitate focus groups, interview client employees to not only obtain requirements for design but to build detailed understanding of employee and leadership cultures and drivers for change.
- Use facilitation and coaching skills to ensure that interactions with clients are layered to be enabling and engaging and moving hearts and minds towards desired outcomes.
- Design and deliver highly engaging, informative and interactive workshops and training courses that will shift behaviours successfully within cultural context
- Coaching and developing senior leaders and managers to shift behaviours and role model and successfully lead change.
- Using the holistic view of an organisation to design bespoke interventions in order to utilise and leverage cultural behaviours and drivers to create desired outcomes.

## Managing and mentoring people

- Encourage communications and interactions throughout the business, encouraging and in support of a culture of collaboration and shared problem solving.
- Coach and mentor junior colleagues both within your team and throughout the business.
- Manage your project to ensure each team member has a valued role to play and is empowered within their given remit to excel
- Engender individual responsibility and ownership for tasks.
- Actively participate in and promote Continual Professional Development throughout the business.

## 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