

POSITION DESCRIPTION

Digital Transformation Business Manager

CONSULTANT – Grade 5

SUMMARY

As a Senior Consultant (Grade 5), you will manage the digital transformation unit. You need to be very familiar with zero code and low code automation solutions as well as various process mapping software. You are expected to be able to lead a small but vibrant team of consultants. Impart your technical knowledge to them, coach, and mentor colleagues and to support their career progression desires. We are a people focused business and pride ourselves in nurturing our own talent. In terms of client facing activities, you need to be able to engage and influence all levels of clients from frontline operators to executives. This includes helping them choose the right platform in a sales context and to adopt the right solutions in a delivery context.

Currently, we are a Nintex Reseller Partner and we are investing in our relationship to expand and to become much more capable in helping our clients go on their own digital business transformation journey. Most importantly you should have extensive knowledge of mapping solutions such as the Promapp platform, which is our primary focus for FY 22-23. But also, you need to have knowledge of other Nintex platforms and other low code solutions. You should be able to both guide sales (as a technical sales consultant) and get involved in active delivery with our clients.

You will have to be able to meet aggressive delivery targets and be an essential part of a team which has aggressive sales targets as laid out below, under “Responsibilities”. In this context “delivery” includes (but will not be limited to), helping clients implement solutions (especially focusing on Promapp in the first year) under your guidance and hands-on involvement as well as delivering training to clients.

You need to have excellent business acumen to identify pathways for growing the business unit. Prior experience in terms of running client facing workshops, delivering training and implementing zero code solutions, especially Promapp. Moreover, experience with transformation, digital transformation, OPEX, lean and six sigma are desirable. A background in continuous improvement methodologies such as Lean, Six Sigma, Agile, and familiarity with the *Shingo Model*™ is ideal. You are looking to become a valued member of our team and build long term relationships with our clients.

You need to have a passion for improvement and enjoy working with other individuals and organizations to deliver a positive and sustainable impact. Consummate candidates will have change-agent experience in the area of digital transformation with some knowledge of Operational Excellence and Leadership approaches.

KEY RESPONSIBILITIES

- ▶ Manage the digital transformation unit within our business to meet Delivery (revenue) and Sales targets set for 2022-23
 - We expect £660K sales in financial year 22-23 which broadly consists of £220K of new logo software sales + £380K Professional Services + £60K in renewals
 - Ensure there is delivery capability to deliver in accordance with the £380K ProServ target above

- ▶ You are expected to grow the business unit according with the (ambitious) business plan that can be shared during the interview stage.
- ▶ Create a team that is capable of lead generating, closing new work, develop existing work and create profit margins in excess of 20% net
- ▶ Act as team leader internally but as account or programme manager externally
- ▶ stay away from becoming too heavily involved in the day-to-day client activities – this will be the remit of your team
- ▶ Create a referral network both external (e.g. contacts with our RtM partners) and internal (S A Partners colleagues), to create a sustainable sales pipeline
- ▶ Develop costing systems that show the true profitability of the team – we need to look at revenue from licences as well as fees
- ▶ Create a dashboard for the business unit that maintains data and performance from interest to cash.
- ▶ Stay up to date with all new product enhancements and actively engage with Nintex (and all other future RtM partners)
- ▶ Lead the way in terms of creating our offering for digital business transformation, in connection with our core offering.
- ▶ Managing individual work streams within an account team that deliver exceptional value and transformational change results to our clients
- ▶ Continuing personal development
- ▶ Collaborate with others internally to support company business initiatives

SKILLS AND ATTRIBUTES

- ▶ Builds trusting, supportive relationships with clients and colleagues and can facilitate capability development in others within those clients
- ▶ Be familiar with process mapping tools such as Visio. And be proficient in Promapp platform.
- ▶ Be familiar with low code automation solutions such as Nintex, Appian and Power Automate.
- ▶ Go beyond the existing reliance on Promapp platform. Ensure we are fully capable to integrate other key platforms, most notably Kryon and NWC within Nintex suite. And then look at other providers.
- ▶ You can design your own product and routes to market (RtM).
- ▶ Products and RtM should be consistent with our core offering, i.e. delivering business transformation through the creation of a digital operating systems. For example, process discovery and process diagnostics which lead to process improvement and automation. Linked dashboards, data analytics, etc.
- ▶ Create pitches across sectors, countries, solutions and positions. Be very capable in supporting (and even leading) sales.
- ▶ Explore opportunities beyond our existing relationship with a single RtM partner.
- ▶ Excellent communication, facilitation, and presentation skills both virtually and in person, with experience in designing, developing, and delivering solutions to a range of audiences
- ▶ Curious, creative, collaborative, and credible
- ▶ Works well as an individual or as part of a team within a client
- ▶ Problem solving and improvement capability including logical reasoning, creative thinking, and the ability to untangle complex issues

KEY REQUIREMENTS

- ▶ University degree or equivalent
- ▶ Permission to work in the United Kingdom
- ▶ Travel and work across Europe and the UK.

SALARY & BENEFITS

We have a great team environment and have recently been awarded the Investors in People Gold Award recognizing the attention we give in our business to developing talented people and creating a supportive, inclusive culture. This role also includes:

- ▶ Competitive salary commensurate with experience
 - Up to £82,500, plus bonus (5-15%), plus private health insurance and dental care, plus fully recovered costs and a contributory pension scheme
- ▶ Above average holiday allowance
- ▶ Flexible working
- ▶ Potential to join our partnership in 3-5 years should your performance be acceptable

REPORTING STRUCTURE

- ▶ Reporting into Keivan Zokaei (Partner) for (around) the first 6 months (transition period).
- ▶ Reporting to Jeff Williams (Global BD Director) – medium to long-term

ABOUT S A PARTNERS

Over the last 30 years we have supported organisations globally to deliver sustainable bespoke organizational transformation programmes. We help our clients develop their internal capability and business systems, ensuring they achieve long term success. We have a passion for improvement, and we want individuals and organisations to make a positive impact and succeed. With five *Shingo Award* winning publications we are also recognized as thought-leaders in Leadership, Continuous Improvement and Operational Excellence.

Through the S A PARTNERS Academy we provide accredited training in Leadership, Continuous Improvement, TPM and Enterprise Excellence. Our consulting team support organisations at a strategic and operational level with the development of management systems; strategy; operational excellence; supply chain management, TPM and customer journey mapping. We deliver programmes for our clients both inhouse and virtually and support them create a culture of continuous improvement that drives sustainable change.

Our Business Principles (6C's)

Colleagues	Customers	Capacity	Competence	Company	Care
We will respect and support each other, keep our promises, learn by sharing our skills and experiences, to ensure together we are a stronger business	We will build excellent relationships and deliver excellent value for our customers to ensure long term mutual success.	We will deliver won business on time and in full creating benefit for our customers and profit for our Company	We will lead the way in thought leadership by developing our own offers, IP and skills enabling us to satisfy the current and future needs of our customers	We will all strive for excellence – growing profits and efficiency while protecting and cherishing our company	We will continually look for opportunities to reduce our carbon footprint and develop approaches that enable us to support our communities we work in.

We have offices in the UK, Ireland, USA and Australia. Our business is owned by the partners who work in it day to day, aspirant future partners who want to own and cherish the business for the long term are always welcome.

FOR MORE INFORMATION:

Visit our website: www.sapartners.com

Follow us on LinkedIn: <https://www.linkedin.com/company/s-a-partners>

Follow us on Twitter: [@S_A_PARTNERS](https://twitter.com/S_A_PARTNERS)

TO APPLY FOR THIS POSITION

To apply for this position either:

- ▶ Register online at www.sapartners.com/careers
- ▶ Email your CV to vacancies@sapartners.com

Please contact our team if you would like to discuss this role in any way.