

**JOB TITLE:** Senior Consultant

**DESCRIPTION:**

A senior member of the service delivery team, the Senior Consultant is responsible for executing on projects with clients across a variety of industries and delivering transformational change and competitive advantage. Senior Consultants will be responsible for leading complex enterprise projects or leading team engagements with other Forum resources. Senior Consultants are accountable for quality service delivery, team management, client commitment, knowledge sharing and project specific direction across the project specific team, and self-driven professional development. The Senior Consultant is expected to think critically, actively participate in growing the Firm, and engage proactively to help the firm meet its strategic objectives.

**PRIORITIES:**

- Client service delivery
- Managing and supporting junior team member project specific service delivery
- Coaching and development of junior team member skills and capabilities development
- Actively network, identify opportunities and support leadership team business development efforts
- Build brand presence and value within the community
- Contribute to, and align with, Forum’s strategic plan
- Sustain and evolve Forum’s culture

**RESPONSIBILITIES**

Lead engagements across a variety of client environments while supporting the learning of other team members in collaboration with Account Leaders, Directors and Subject Matter Experts (Principals).

- Develop engagement approach, project plans, system implementation plans, processes and/or requirements for larger projects or multiple workstreams within an enterprise or complex program:
  - Develop approach to achieving target solution, in collaboration with other senior team members, advisory resources
  - Project planning, resource planning, budgeting, issue and risk management, and status reporting
  - Leverage and communicate project leadership best practices and project lifecycle methodologies, where applicable
  - Develop and execute communications and change management plans
  - Communicate plan, expectations, status, risks and issues up and across the project team
- Manage client (buyer) expectations
- Define success and deliver results
- Provide feedback to develop and grow skills for junior Forum team members working on same project/program, providing project specific direction and support
- Engage 1:1 Director to gather feedback, assess strengths and opportunities, and grow skills
- Leverage firm wide resources and knowledge capital in service delivery
- Develop high quality project deliverables as identified in project statement of work

Develop and maintain professional and productive relationships with clients in the course of service delivery and account engagement

Participate in industry discussions:



- Understand and apply industry specific approaches and solutions
- Contribute knowledge and experience to the continuous development of the industry portfolio
- Participate in service competency development and training opportunities

Participate in client account activities and contribute to client and account success

Take accountability for career and professional development

- Review annual professional development plan with Director
- Self-assess with competency map and skill level
- Manage development by seeking out internal and external opportunities to grow

**KNOWLEDGE AND BEHAVIORS:**

- Knowledge of a diverse set of client service methodologies, approaches and tool sets
- Presents a professional image and effectively communicates across client organizations
- Interest in growing and developing skills across a diverse set of business and technology areas and clients
- Development of effective and polished project deliverables
- Excellent presentation and facilitation skills
- Strong proposal development skills
- Strong constructive feedback and mentoring skills for junior team members and peers
- Ability to deal with ambiguity and drive agreement on complex decisions
- Willingness and ability to deliver insightful feedback to less experienced team members, clients, peers and senior management at Forum
- Strong networking skills, knowledge of, and successful experience with, business development
- Effective collaboration with colleagues and across functional areas
- Understands the financial levers of the business and acts accordingly
- Good steward of the firm that leverages resources wisely

**REQUIRED EXPERIENCE:**

- B.A. or B.S. degree required
- 10+ years of relevant business experience
- 7+ years of prior consulting, project, program management experience demonstrating progression in size and complexity of engagements
- Demonstrated ability to effectively structure and lead projects with limited support
- Knowledge and application of productivity tools (word, excel, etc.)
- Experience working across industries and business functions preferred
- Excellent written and verbal communication skills
- Strong multi-tasker, able to effectively manage multiple demands on their time
- Demonstrated ability to create polished client deliverable
- Self-motivated with a passion for growth and development
- Demonstrated ability to support less experienced/junior team members, providing guidance and support and appropriate development and delivery feedback
- Strong networker, effectively communicating Forum’s value proposition to their extended network
- Confidential Forum is an equal opportunity employer. Last Revised: Jan 2023
- Ability to work effectively as part of a team, collaborating effectively with peers and clients, proactively leverage others and ask for guidance and support
- Ability to ramp up quickly, work autonomously in ambiguous situations, and add value quickly

- Strong interpersonal skills and ability to interact with team members and management, build strong client relationships
- Understanding of business development and demonstrated ability to identify and close new engagement opportunities while networking and performing client service delivery
- Desire to be mentored by experienced professionals and grow into more complex and strategic engagements within 2-4 years
- Ability to adapt to a variety of client organizations and dynamics
- Ability to connect the dots, see patterns, apply learnings
- Strong sense of ownership and accountability for personal, client, and Forum success
- Strong alignment with Forum culture and values
- Resilient in the face of difficult challenges and setbacks

**OTHER REQUIREMENTS:**

- 100% client billable availability; may be adjusted if taking on Account Leader responsibilities
- Ability to travel as necessary to support pursuit of new and existing clients and opportunities
- Ability to achieve objectives regardless of bandwidth or time constraints
- Ability to work non-standard work hours when necessary

**COMPENSATION AND BENEFITS:**

OUR BENEFITS:

Forum Solutions provides a comprehensive benefits package including medical, best-in-class 401(k), generous paid time off, and monthly telecommunications stipend. In addition, individuals may be eligible for an annual discretionary bonus. Financial rewards are based on company success, contribution to clients and Firm growth.

Forum sponsors professional development opportunities to encourage employee's professional interests and sponsors several social and professional development activities, including "Forum-Forums," an annual team retreat called Forum Escape and other events.

COMPENSATION:

The estimated annual salary range for this position is \$128,520 to \$160,380. Actual compensation will be dependent upon an individual's skills, experience, qualifications, and other relevant factors.

We hire talented professionals who want to work as a team and develop their skills with new challenges and active participation in solution development. We honor, respect, and value our differences as we believe an open and inclusive mindset makes us stronger and enables us to attract top talent. Our firm represents various backgrounds, experiences and skills and we believe in a workforce that represents the diverse views and experiences of our vibrant Seattle community. We value differences in gender, race, gender identity, marital status, ethnicity, nationality, religion, education, age, disability, veteran status and sexual orientation.