Consultant with the UIC in Australia

The Job

Background

The UIC is a successful improvement consultancy with a well-established client base and product range. We were established in the UK in 1992 with UK consultants working in Australia from 1999. In 2010 we set up UIC Australia as a stand-alone business.

Our Mission is 'to do good work for good people' and to achieve this we need good colleagues. We are now looking for someone to join us as a full-time Consultant based in South East Queensland.

We are looking for a bright spark who is full of enthusiasm and has a drive for helping to create positive and productive workplaces. We are not looking for someone who is, or has always aspired to be, a consultant. We want people with real work experience who have always had a passion for doing the job better.

Your background is not important and full training will be given to enable you to deliver the full range of UIC products.

The role

- A Consultant ultimately capable of delivering the full range of UIC training, facilitation and consultancy products
- Based at home but working with clients mainly in Queensland, also Victoria, New South Wales and Tasmania
- You will manage your own clients once you are fully trained

Getting trained and up to speed

Becoming a fully-fledged and experienced consultant is a never-ending process. The typical initial training period for a New Starter is around 3-6 months depending on experience. We always deliver training and facilitation in pairs so you will be working alongside a more experienced colleague. We will start you on the core elements of our training and consultancy range and, once you are proficient in these, we will move you on to the trickier jobs.

The opportunity

This is a great opportunity. You will work in lots of different organisations and industries. You will meet all sorts of people. You will learn many new skills. You will have an opportunity to contribute to the development of the business and UIMPROVE - our approach to organisational improvement.

What you will be doing

The client facing part of the job breaks down into three areas - training, facilitation and consultancy.

We start with a Planning Meeting to diagnose the needs of the client. If we think they are asking for the wrong thing, we will tell them so. When we deliver the job, we are completely focused on the needs of the client and don't just deliver standard patter. After the job we will write a comprehensive review letter with observations and recommendations. Finally we will go to see the client for a Review Meeting. Hence all our training and facilitation is consultancy-based and client-driven.

Training

A significant part of the job will be running training courses. The normal starting place is usually to deliver Universal Improvement Skills, then move on to our other courses. You do not have to learn the contents by heart as, over the years, we have developed comprehensive Handy Notes that tell you what to do session-by-session. Training never gets boring because it is very rare to get a run of the same course with the same client in quick succession. UIC training is not just about delivery but has a high level of participation and application to real work situations built in. Add this to the wide range of industries we work in and we can truly say that every course is different. Training is always delivered in pairs.

Facilitation

The job also entails a large amount of up-front facilitation. Once again, we have developed comprehensive Handy Notes on how to carry these out so you will have excellent support materials to help you learn and carry out the job. Facilitation is always carried out in pairs.

Consultancy

The majority of our consultancy is integrated into our training and facilitation assignments. Your skills in this role will be developed through Planning Meetings with clients, diagnosing their needs, writing proposals, then following up with review letters and Review Meetings.

Additionally we carry out Diagnostic Interviews, followed by analysis, report writing and presentation to the client. This is where a client has a particular issue they need some assistance with. Proportionally this is a small amount of our overall work.

Contribution to the business

Everyone in the UIC has an opportunity to contribute to the development of all aspects of the business. The UIC is never stagnant and we put as much effort into the continuous development of everything we do as carrying out the day job.

The ideal candidate

Our ideal candidate will have some or all of these

- Experience of organisational life
- Experience of running meetings
- Experience of projects
- Experience of training
- Experience of being a Line Manager

If you have all the above, all well and good but we're looking for talent more than years of experience. However, if you have none of these, you're probably not suitable for the role.

Your skills

- You must have excellent communication skills
- You must be analytical, numerate, structured and organised
- You must be good at writing structured letters and reports
- You must have excellent personal time management skills when both working at home and with clients - there's always a lot to juggle before, during and after each assignment

Important

You must have the right to live and work in Australia.

Not important

- Age
- Gender or orientation
- Race
- Seniority (some of our best appointments have been from a junior level)

Our style

We provide tried-and-tested training, facilitation and consultancy that helps improve organisations, teams, projects, processes, individuals and service to customers.

We take a lot of pride in the work we do and the way we work. We have some key operating principles that guide our work - which you would learn about and contribute to. Underpinning everything we do is the work of the improvement giants, principally Shewhart, Deming, Juran and Tribus. Our internal processes and practices, and the advice we give to our clients is grounded in their theories and have been tried-and-tested over many years. We are not shoot-from-the-hip, tool-kit consultants and we don't follow fads.

You as a person

You've read what the ideal candidate looks like. Also you will need to be:

- Sharp
- Good 'up-front'
- Able to work with a variety of people
  (from people who shovel rubbish for a living through to Chief Executives)
- Able to eat chips one night and dine at a fine restaurant the next
- Able to work in a structured manner to tight deadlines
- Able to balance being fully present in front of an Executive Team while also being mindful of the next three steps ahead
- Able to operate at the right level of detail
- Not easily distracted
- Able to think and act on the hoof, but understands that preparation is the main driver of successful training and facilitation
- Collaborative - we always work in pairs, we review and contribute to each other's work and support each other through workload peaks and troughs
- Willing to learn and improve
- Willing to question and challenge many current and popular management theories such as employee engagement and empowerment
- Well-informed about current affairs (our clients expect this)
- Understand the importance of, and able to use and improve policies and procedures

Location and hours

Location

We work mainly on client premises or in hotels - wherever the client wants us to. You would work at home when not delivering.

Working hours

A flexible approach to working life is essential. You should expect on average two trips per month away from home carrying out training or facilitation, mostly for 2 or 3 days of delivery each. During these days, you will also attend dinners or lunches, get in early to set up and leave late to pack up. We try to avoid Sunday nights away unless absolutely necessary - but occasionally it is. For events which are particularly strenuous or involve a lot of travel, you can take a paid day of rest on return. You will also need to travel to Planning and Review Meetings with clients. Going to see people regularly is a key element of the UIC ethos. For the rest of the time when you are working from home, your work hours are flexible and you can manage your own time to suit your lifestyle and commitments.

Pay and benefits

We are not a massive organisation and therefore pay good but not high salaries. The current salary for a Consultant is $110 000 + Superannuation. So, if you earn loads of money at the moment, you may be too expensive for us. However, we also operate a Profit Share scheme linked to company, not individual, performance which kicks in after your first year with us.

Our leave scheme entitles you to 25 days Annual Leave per year.