



Job Title:	Workplace Transformation Manager	Reports to:	Managing Director
Location:	London	N. of Direct Reports:	0

THE ROLE

For the individual with the right combination of experience and personality, this is a very rewarding and important role in our growing professional practice. This person plays a big part in managing and shaping the consultancy and training activities of the Institute in the UK. The Workplace Transformation Manager role emphasis is on four key areas:

- 1) Driving the sales of consultancy and training services to clients e.g. employee surveys, action planning, focus groups, leadership presentations*
- 2) Delivery of Advisory Sessions (client data reviews) and other post-survey interventions based on employee surveys*
- 3) Coordinating and implementing Multi-National Corporate projects across other GPTW affiliates*
- 4) Driving the research and development of new products and services within consultancy and training.*

RESPONSIBILITIES

Sales of Consultancy & Training Services

- Sell existing and new consultancy and training services
- Achieve an agreed target of sales revenue for 2011
- Prepare business proposals and presentations for clients
- Develop sales leads through cold calling and targeting prospects

Delivery of Consultancy & Training Services

- Conduct all analysis of survey data results to provide recommendations for action
- Deliver all post-survey Advisory Sessions (client data review presentations)
- Deliver all post-survey focus groups, employee interviews, leadership team presentations, workshops and other training events
- Develop new materials for training events and share with client-facing colleagues
- Participate in Great Place to Work client forums and other conferences in terms of promoting the Institute and identifying sales leads

Multi-National Corporate Projects

- Liaise with other GPTW affiliates to successfully implement new global and European projects
- Ensure that due revenues are invoiced correctly and collected in a timely fashion
- Liaise with key UK client contacts and stakeholders to sell in further services from GPTW UK
- Project manage MNC projects with all key stakeholders both internally and externally

New Product Development

- Research with existing and new clients the design and introduction of new consultancy and training products
- Define and document new product proposals with sales and financial forecasts
- Monitor competitive suppliers of employee surveys and workplace transformation

MANAGEMENT DUTIES



- Report sales revenue and forecasted sales
 - Actively pursue revenue collection and payment of invoices
 - Feed into the budget for consultancy and training services
 - Deliver weekly progress reports incorporating key activities, goals and action plans
 - Deliver projects within the agreed P&L budget, optimising profit margin
 - Ensure all consultancy and training documents are well drafted, accurate and up to date
 - Recruit, hire and train new staff members if required
 - Identify team, process issues and resolve or escalate as needed

KEY CHALLENGES

- Achieve high standards in delivery and sales revenue
- Deliver projects on time and specification consistently
- Champion cultural change to achieve delivery excellence
- Foster innovation and thought leadership in tool, process and product development

KEY PERFORMANCE INDICATORS

- Achievement of sales target
- Delivery of consultancy and training services on time and specification
- Maintain and improve client satisfaction
- Retention of existing client accounts and growth of new client accounts

PROFESSIONAL QUALIFICATIONS

- Educated to minimum Master degree level ideally in Business and/or Human Resources from a recognised University
- 2 years of references available on request.

EXPERIENCE REQUIRED

- Selling and business development
- HR and OD, especially employee engagement and organisational culture
- Facilitation and delivery of training and/or workshops
- Project management experience is essential
- Leadership and influencing skills

PERSONAL SKILLS & ATTRIBUTES

- Excellent interpersonal skills
- Ability to influence senior level decision-makers
- High attention to detail, highly organized and efficient
- Strong sense of urgency and achievement
- Resilient and able to respond under pressure
- Creativity and problem-solving approach
- Financial skills, P&L understanding
- Fluency in English is essential

Please note that the duties and responsibilities within this role may change over the course of employment, which will require flexibility.



Our mission is to improve society by creating better workplaces

The **Great Place to Work® Institute** is a global research and management consultancy with operations in 45 countries and expertise in workplace assessments and transformation. Since 1998, we have been assisting organisations across the world to make changes to their workplace culture and environment with the overall goal of creating a better society of happier workers.

The three keys to achieving our mission:

Best Workplaces Programme

We research, identify and recognise outstanding workplace cultures worldwide, including 18 national programmes in Europe. Based on the views of over 1.8 million employees, the programme is the world's largest study of workplace excellence and people management practices. The findings are published annually in prestigious media channels, such as the Financial Times and Fortune. Being much more than rankings, our programme is designed to equip organisations with the knowledge and tools that they need to create a healthy workplace and an engaged workforce.

Consulting Services

We have developed a wide range of assessments, proprietary tools and practical ways to engage the staff and to help organisations to turn their workplace environment into a powerful source of competitive advantage. Our qualified consultants provide customised services, such as training workshops, advisory support and consultancy services to improve your workplace culture.

Education services

We share what we have learned while interacting with progressive workplaces across the globe, through impactful research papers and events for people management practitioners and business leaders.

Our approach

At the Institute we pride ourselves on our forward-thinking approach to help organisations to achieve their personal best:

- We focus **on strengths as the building blocks** for improvement; every organisation does something well, and we'll help you to recognise it.
- We are committed to **positive recognition** - we believe everyone can learn from what others are doing right.
- We work with senior leaders and managers at all levels within a organisation to support the **transformation process**.
- We are committed to building your **internal capabilities**, not your dependence on us.