

Job Title Business Consultant

Reporting To Division Manager

Main Function

The Consultant is the primary on site point of contact for our clients and utilises their specialist business and technical expertise to further the commercial opportunities of HPD and the related product portfolio.

Responsibilities & Duties

- Ensure maximum income generation from existing portfolio of clients whilst fostering good client relations through a high level of service.
- Identify income or service delivery opportunities to increase the commercial development of the product.
- Develop and deliver training programmes.
- Diagnose complex business issues, and devise solutions.
- Deliver visit reports detailing key issues, solutions and future opportunities to internal HPD monitoring groups.
- Deliver on-site and on call support to assist with the adoption of HPD's software.
- Participate in client meetings representing HPD.
- Represent the client within HPD to ensure issues are clearly understood and solutions add value to the relationship.
- Provide consultancy services back to the product group to facilitate improved knowledge, service delivery and widen service offerings.
- Participate in a programme of constant improvement of documentation for internal and external use, in line with the agreed documentation strategy.
- Support the business group to meet its commercial and strategic objectives.
- Participate in the creation of the annual customer satisfaction survey.

Behavioural Competencies

1. Responsible
 - a. Takes initiative, acts with confidence and works under own direction.
 - b. Takes ownership of issues.
2. Team Spirited
 - a. Adapts to the team and helps to build a team spirit.
 - b. Support colleagues and management positively.
3. Good Communicator
 - a. Listen and consults others and communicates proactively.
 - b. Is enthusiastic about the company to internal and external parties.
 - c. Expresses opinions, information and key points of argument clearly.
4. Solutions Orientated
 - a. Is creative and tenacious when solving problems.
 - b. Share expertise and knowledge with others.
5. Willing to Learn and Improve
 - a. Demonstrates a rapid understanding of newly presented information.
 - b. Identifies and promotes new ideas and change initiatives.
 - c. Identifies and promotes opportunities for personal improvement and development to meet the organisational goals.
6. Professional
 - a. Observes a high standard of behaviour in dealings with colleagues, clients and prospects.
 - b. Produces work on time to a high standard.
7. Loyal
 - a. Acts with integrity and discretion when representing the company.
 - b. Respects company and client confidentiality.
8. Hard Working and Positive
 - a. Accepts and tackles demanding goals with enthusiasm.
 - b. Works hard and is flexible to meet business demands when it is necessary.