



## Head of Consultancy

### Public Sector Software, Smart Government

### Home/Field Based

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#### About the role

As a leading supplier of digital software, services and content to a diverse customer base spanning both the UK and International markets, Idox is committed to transforming the way organisations operate for the better. Idox is committed to helping the public sector to strengthen, grow and thrive. As a trusted partner for more than 30 years, we serve those that are adapting and enhancing services today to deliver tangible benefits and outcomes that achieve the vision of a sustainable, efficient and digitally transformed world of the future.

As **Head of Consultancy**, you will be part of the operational Leadership Team, taking responsibility for solutions provision and delivery of our Public Sector software, seeing through all our Public Sector software projects from scoping the projects to final sign off and handover. Your teams will be working with a wide range of customers including government departments and agencies, local government, the police and emergency services, health and social care, transport, education and some commercial organisations.

The **Head of Consultancy** is responsible for the provision of high quality, sustainable service delivery in all engagements with our customers and ensuring that the company achieves revenue and profitability targets by effectively managing the staff allocated to the consultancy, delivery and implementation teams. The post holder will work closely with members of the Idox Executive. You'll work alongside many experienced Managers within the business, including the Head of Project Management, and have direct contact with our key clients. You will have oversight of an extended team in the UK and off-shore. You will be joining a fast-paced and ever-changing corporate environment.

To apply, you should have relevant experience of managing delivery for a sizeable business, division or IT-related management consulting practice or extensive project and team management experience coupled with experience of solutions which combine software or technology with business strategy. Experience working with the Public Sector including Local Government clients is ideal. You will understand the disciplines of performance management, be able to coach others through change and improvement initiatives and be able to deliver to goals and financial targets.

#### Key Responsibilities:

Leadership – to develop, implement, establish and control best practice in relation to the delivery of consultancy and solutions provision, and facilitate revenue growth within by developing the broad range of consultancy services our Idox customers demand.

#### Functional Areas of responsibility include:

- Application and Data Consultancy
- Implementation and Technical Delivery
- Product Consulting
- Thought Leadership
- Partnering with Software Development and Customer Support teams
- Research & Innovation.

- Client deliverables – take responsibility for billing, utilisation, implementation of products, solutions and customised work
- Keep management information, performance data for analysis and reporting
- Quality control; governance of client work and scope, time, budget
- Ensure high quality of communication between teams, finding efficiencies and collaborating across the business
- Champion Idox innovations and best practice with client user groups; gather actionable market insight, work collaboratively with Project Management, Marketing and Sales teams.
- Lead initiatives for upselling services, cross-sales with co-creation of ideas and improvements with clients.

### **To be successful, you'll need to bring:**

- Relevant experience of managing delivery for a sizeable business, division or IT-related management consulting practice or extensive project and team management experience coupled with experience of solutions which combine software or technology with business strategy.
- The ability to deliver project implementation without sprawl, and within time and budget, in tandem with Project Management team and the multidisciplinary teams under your leadership
- Experience in consulting to the Public Sector including Local Government
- Understanding of the very latest and best delivery and client engagement methodologies, and have experience managing continual improvement and change management processes to implement such practises
- Proven ability to deliver to goals and financial targets
- Energy to revise, lead, improve teams and operations
- Work alongside Executive in planning and setting goals, contribute ideas, inventions for continuous improvement
- The ability to uphold high standards of knowledge capture, communication and compliance across the business.

### **Additional desirable qualities:**

- As an ambassador for Idox, be comfortable with presenting Idox value proposition to internal, client and target audiences
- Willing to travel, UK and International, as required.

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## **About Idox plc**

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world. The Group employs c.700 staff located in the UK and worldwide, including Asia, Europe and North America.

## **The Benefits**



This post commands a competitive salary depending upon experience, along with an excellent benefits package.

## How to apply

Applicants should submit a CV - *(including salary expectation, and current remuneration)* [Join.Us@idoxgroup.com](mailto:Join.Us@idoxgroup.com).

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

## Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>