

# Senior Consultant, Operations (Management Consultant)

## Overview

Roplab's management consulting practice help organizations develop efficient and effective operations to support strategic business objectives. We start with the big picture, before narrowing it to reflect our clients' most pressing concerns, focusing on supporting business transformation, innovation, and client strategies. We provide a range of services, including strategy and operational design, program evaluations, governance and organizational design, and service delivery transformation.

## About The Position

The **Management Consultant** is responsible for focusing on the 3-5k foot view of a client engagement. You will lead client engagements with the objectives of (1) ensuring client achieves quantifiable ROI (including regular measurement and reporting of ROI) and (2) ensuring project team leverages industry best practices / state of the art trends to achieve best in class results. Knowledge of industry verticals (financial services, telecoms, media and tech specifically), relationships with key industry players, and a proven ability to understand a client's business will be vital for success.

The Management Consultant will have a strong passion for driving results and articulating Roplab's value proposition. You are a great fit for this role if you thrive on giving structure to "grey" space, have strong financial, business and technical acumen, and are comfortable navigating through conflict to drive results.

- Lead discovery from a business and strategy perspective in a billable capacity
- Analyze status quo (people, processes and technology) and develop recommendations for improvement (short, medium and long term).
- Build clear definitions and consensus around client ROI and business objectives
- Leading client service delivery teams in the execution of complex projects in the following areas
- Behavioural Change Management
- Project Management
- Facilitating client workshops and conducting engagement interviews with client personnel
- Maintaining our very high quality standards, meeting and exceeding client expectations
- Leading business development efforts including preparing proposal, business case and leading presentations to senior executives
- Building long-term business relationships with senior client personnel and executives through engagements and networking in professional organizations
- Providing formal project management for engagements or major work streams
- Providing mentoring and oversight for project teams and individual team members

## Responsibilities

- 10+ years of experience in a comparable capacity in management consulting or professional services and/or relevant industry experience
- University degree in business, management, operations, or MBA or equivalent from an accredited university
- Demonstrated history and work experience in one or more of the following areas
  - Business Transformation
  - Lean/Process Improvement
  - Enterprise architecture and business analysis
  - Performance measurement and business intelligence
  - Project management
  - Change Management and communications
  - Organization design and organization development
- Experience in delivering several of the key services the Management Consulting practice provides;
- Demonstrated ability to identify critical drivers of successful client service delivery; ability to turn client aspirations and ideas into practical reality
- Demonstrated ability to interact effectively with a diverse group of clients and experience in leading and facilitating client workshops
- Passion for delivering high quality services and achieving client satisfaction
- Excellent interpersonal skills and demonstrated ability to work effectively in teams, as demonstrated by strong internal or client references
- Strong understanding of the interrelationships between people/organization, business processes and enabling technologies as contributors to business effectiveness
- Professional designation (CPA, PMP, CMC) an asset
- Experience with process improvement methodologies (e.g. Lean, Six Sigma) an asset
- Superior communication skills, both written and verbal, with the ability to communicate with client stakeholders, work closely in a collaborative team environment and lead teams and project deliverables
- Strong analytical and problem solving skills with the ability to clearly and articulately identify and define problems and develop creative solutions to address client requirements
- Must be able to travel locally and internationally based on client and project requirements

### **Equal Employment Opportunity**

Roplab welcomes and encourages applications from all qualified individuals including persons with disabilities. If you require an accommodation, we will work with you to meet your needs in all stages of the hiring process.

Interested and qualified candidates should send their resume to [info@roplab.net](mailto:info@roplab.net) with "Management Consultant" in the subject line.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

No recruiters or agencies, please.