

JOB PROFILE

Profile	Consultant
MITA Career Level	6

ROLE OVERVIEW

Supports understanding of how new ICT technologies add value to a business.

Expected to work in partnership with clients, advising them how to use information technology in order to meet their business objectives or overcome problems. Defines, implements and manages initiatives, be an expert in a business domain. Maintains a holistic view of the Agency's strategy, processes, information and ICT assets. Uses domain knowledge to link the business mission, strategy and processes to the IT strategy.

VALUE PREPOSITION

Valued for strong technical knowledge and skill in their areas of expertise or discipline and ability to lead others.

MANAGEMENT COMPETENCIES & LEADERSHIP BEHAVIOURS¹

Vision	<ol style="list-style-type: none"> 1. Understands how their work aligns to organisational objectives. 2. Acts proactively 3. Responds flexibly to change 4. Focuses on customers 5. Seeks continuous improvements
Results	<ol style="list-style-type: none"> 1. Focuses on performance 2. Manages internal and external relationships 3. Supports others' capability development 4. Gives constructive feedback
Accountability	<ol style="list-style-type: none"> 5. Models professional and ethical behaviour 6. Displays rigour in analysis 7. Commits to personal development

¹ Refer to Appendix 1 for detailed explanation of Management Competencies & Leadership Behaviours

Domain² Specific Skills	Code	Description	Level
	TECH	Technical Specialism	6
	CNSL	Consultancy	6
Essential Skills	Code	Description	Level
	BUAN	Business Analysis	6
	PRMG	Project Management	5
	PROF	Portfolio, Programme and Project Support	5
	BPRE	Business Process Improvement	6
	PROC	Procurement	4

MAIN TASKS

- a) Devise business improvement opportunities and create proposals
- b) Align IT strategy and planning with the organisation's business goals
- c) Streamline business processes, functions, procedures and workflows and apply a consistent implementation approach
- d) Manages the communications with stakeholders; deliver presentations, contribute articles and participate in meetings and conferences on related issues and initiatives
- e) Takes full responsibility for the definition and successful completion of large-scale and/or complex initiatives with due attention to the business and political sensitivities, impacts, risks and dependencies.
- f) Leads the procurement process for professional products/services from specification, to placing contracts, ensuring strict adherence with public procurement legislation.
- g) Guides client and stakeholder senior management towards accepting change. Assists business owners with readiness assessments and implementation plans, including all the activities that the business needs to do to prepare for the new aspects introduced by the initiative and/or technology.
- h) Other Duties as assigned

² As Specified in Call for Applications

ELIGIBILITY CRITERIA – CALL FOR APPLICATIONS

One of the following:

- i) An ICT qualification (MQF Level 7) or higher and 5 years’ experience in ICT, three of which must be at a leadership / senior technical level; OR
- ii) An ICT qualification (MQF Level 6) and 6 years’ experience in ICT, three of which must be at a leadership / senior technical level; OR
- iii) Ten years’ experience in ICT, three of which must be at a leadership / senior technical level

Note: Unless the area is specific (ex. finance, hr, audit) the area shall be ICT.

CERTIFICATION

Name	Relevant Professional Certification
Mandatory Y/N	No

RELATIONSHIPS / REPORTING LINE

Reports to	Head of Department or delegate
Interacts with	Peers
Supervises	Staff as required

WORKING CONDITIONS

Normal office hours with possibility to provide support in unscheduled or crisis situations after hours and/or on weekends.

Appendix 1 Management Competencies

	MAIN COMPETENCIES	SUB COMPETENCIES	BEHAVIOURAL INDICATOR
1.0 Vision	1. Understands how their work aligns to organisational objectives	<ul style="list-style-type: none"> Strategic thinking Strategic planning & leadership 	<ol style="list-style-type: none"> Can describe the vision for their area Able to describe how their work contributes to organisational objectives Considers wider organisational objectives when making decisions and going about their work
	2. Acts proactively	Problem solving <ul style="list-style-type: none"> Strategic thinking 	<ol style="list-style-type: none"> Self-directed (i.e. can decide on a course of action to achieve objectives, without needing step-by-step instruction) Works flexibly without supervision (i.e. effectively manages new and unexpected events, and demonstrates judgement about when to escalate issues)
	3. Responds flexibly to change	<ul style="list-style-type: none"> Planning Influencing 	<ol style="list-style-type: none"> Works to embrace and assist change Helps to engage others in the change process Shows resilience in times of uncertainty
	4. Focuses on customers	<ul style="list-style-type: none"> Customer Focus 	<ol style="list-style-type: none"> Actively works to understand customers and stakeholders Engages customers in a friendly and appropriate manner Shows respect for customers and stakeholders
	5. Seeks continuous improvement	<ul style="list-style-type: none"> Innovative thinking 	<ol style="list-style-type: none"> Shows a willingness to try new ways of working Generates and shares creative ideas and suggestions for improvement
2.0 Results	6. Focuses on performance	<ul style="list-style-type: none"> Planning 	<ol style="list-style-type: none"> Seeks clarity of tasks, asks questions, knows what is expected of them Energetically approaches challenges Sets priorities and organises self to meet deadlines Reports progress and any potential delays or issues

			which may impact on others
	7. Manages internal and external relationships	<ul style="list-style-type: none"> • Influencing • Credibility • Strategic thinking 	<ol style="list-style-type: none"> Written and verbal communication is clear and concise Models open communication. Actively and attentively listens to others Demonstrates a friendly and engaging interpersonal style Builds networks with peers Works collaboratively with others
	8. Supports others' capability development	<ul style="list-style-type: none"> • Planning 	<ol style="list-style-type: none"> Readily shares their knowledge and experience Acts as a coach, mentor, role-model and sounding board for others
	9. Gives constructive feedback	<ul style="list-style-type: none"> • Leadership 	<ol style="list-style-type: none"> Provides considered and supportive feedback to others
3.0 Accountability	10. Models professional and ethical behaviour	<ul style="list-style-type: none"> • Modelling ethical behaviour • Managing self 	<ol style="list-style-type: none"> Acts in accordance with the agency Code of Conduct and other policies. Models ethical behaviour and consistently applies those ethical standards to self and others Is consistent in word and actions Is viewed as trustworthy, honourable and truthful, and respectful of the views of others Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
	11. Displays rigour in analysis	<ul style="list-style-type: none"> • Problem solving and decision making 	<ol style="list-style-type: none"> Rigorously researches and analyses information relevant to tasks Shows judgement in decision making Makes timely decisions
	12. Applies specialist knowledge skills	<ul style="list-style-type: none"> • Business acumen 	<ol style="list-style-type: none"> Able to evidence knowledge in their specialist and/or functional area

			<ul style="list-style-type: none"> b. Demonstrates strong skills in their specialist and/or functional area. c. Disciplined in maintaining a high standard of practice in their specialist and/or functional area.
	13. Commits to personal development	<ul style="list-style-type: none"> • Self-awareness • Self-development 	<ul style="list-style-type: none"> a. Is aware of personal strengths and weaknesses and takes account of these when acting b. Is committed to their own development and continuous self-improvement, and sees learning opportunities in everyday work c. Reflects on the reasons for both success and failure, and learns from the experience d. Actively seeks feedback and modifies their approach to enhance leadership effectiveness

Appendix 2: Domain Specific Skills

CNSL Consultancy Level 6 Manages provision of consultancy services, and/or management of a team of consultants. In own areas of expertise, provides advice and guidance to consultants and/or the client through involvement in the delivery of consultancy services. Engages with clients and maintains client relationships. Establishes agreements/contracts and manages completion and disengagement.

TECH Technical Specialism Level 6 Provides organisational leadership and guidelines to promote the development and exploitation of specialist knowledge in the organisation.

Appendix 2: Essential Skills

BUAN Business Analysis Level 6 Takes full responsibility for business analysis within a significant segment of an organisation where the advice given and decisions made will have a measurable impact on the profitability or effectiveness of the organisation. Establishes the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders. Guides senior management towards accepting change brought about through process and organisational change.

PRMG Project Management Level 5 Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium scale projects (typically with direct business impact and firm deadlines). Identifies, assesses and manages risks to the success of the project. Ensures that realistic project plans are maintained and ensures regular and accurate communication to stakeholders, consistent with the methods in use (agile, waterfall, etc). Ensures Quality reviews occur on schedule and according to procedure. Manages the change control procedure, and ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are signed off. Provides effective leadership to the project team, and takes appropriate action where team performance deviates from agreed tolerances.

PROF Portfolio, programme and project support Level 5 Takes responsibility for the provision of portfolio, programme and project support. Advises on the available standards, procedures, methods, tools and techniques. Evaluates project and/or programme performance and recommends changes where necessary. Contributes to reviews and audits of project and programme management to ensure conformance to standards.

BPRE Business Process Improvement Level 6 Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches, typically seeking to exploit technology components. Evaluates the financial, cultural, technological, organisational and environmental factors which must be addressed in the change programme. Establishes client requirements for the implementation of significant changes in organisational mission, business functions and process, organisational roles and responsibilities, and scope or nature of service delivery.

SORC Sourcing Level 4

Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes. e.g., open market or collaborative framework. Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared. Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance. Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements. Monitors and reports on supplier performance, information security, customer satisfaction, and market intelligence. Investigates, resolves or escalates problems. Implements supplier service improvement actions and programmes.