
JOB TITLE – Team Leader: Practice Management Consulting

Position reports to : Consulting Manager
Direct Reports : 3 x Consultants – subject to growth
Office Location : Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Do you have a passion for managing client projects and success in a high paced environment? Are you a technical specialist with great project and change management experience? Do you enjoy developing teams through mentoring and coaching?

If this appeals to you, join our Practice Management consulting team to drive the migration efforts of Desktop clients to the Cloud solutions. Support client success through delivery of quality services which delivers value, efficiency and quality to client organisation, promoting client success and software renewals.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Revenue & Productive Utilisation

- Drive revenue generation for consulting in the Corporate and Professional markets for New and Add on business;
- Manage team's revenue production and ensure productive utilisation are at target levels; and
- Collaborate with Product, Sales, Marketing and Support to influence financial performance – Revenue Growth & Optimise Retention.

b) Quality of Delivery

- Drive meaningful migration efforts of clients from Desktop to Cloud solutions;
- Ensure quality of work is at a consistently high standard for the team;
- Drive delivery to achieve customer and managements' satisfaction;
- Direct and manage to resolution, escalations from consulting team; and
- Optimise consulting process in line with industry best practice.



c) Client Success

- Identify client risks by proactively monitoring and engaging with stakeholders to manage potential client risks identified;
- Inform clients with relevant information from a software and technical perspective; and
- Lead the management of the CaseWare Africa client base proactively, from a consulting services perspective.

d) Strategic Stakeholder Management

- Be the voice of the client to Product teams and the rest of the teams in the business; and
- Drive a highly collaborative environment with teams in the business; and
- Establish and expand relationships with existing and potential clients.

e) Team and Self-Management

- Day to day management of the Practice Management Consulting team; and
- Coaching and mentoring of the team.
- Ownership of required tasks and activities for the team.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- 3-year Degree (BCom / BSc) in related field (Information Systems and/or Accounting).
- Performed a management role in a software delivery environment.
- Managed delivery in a project-based environment for more than 24 months.
- Proven track record of managing and performing Data Conversion and Desktop to Cloud software migrations.
- Proven experience in change management in a software delivery environment.

KNOWLEDGE

- SSMS and MS SQL Server Writing of Transact SQL.
- Data Conversions and Migration Specialist skills.
- Excel / Text Data Manipulation.
- Microsoft Office Product Suite.
- CaseWare Time, TaxWare or SecWare would be advantageous.
- CaseWare Cloud and related Cloud apps would be advantageous.
- MS Access and FoxPro knowledge would be advantageous.
- Knowledge of competitive software application would be advantageous. (GreatSoft, Accfin)

SKILLS

- IT skills
- Project Management skills
- Business writing
- Analytical with great attention to detail
- Multitasking
- Delegation & Time Management
- Technical Troubleshooting

ATTRIBUTES

a) Personal Attributes and Qualities

- Ability to interact professionally with a diverse group;
- Sound influencing and relationship building skills in dealing with internal and external stakeholders;
- Focused and results oriented, driven by excellence;
- Effective communicator at all levels;
- Ability to work in a fast-paced, high pressured and collaborative environment;
- Ability to effectively manage time, prioritize tasks and work within deadlines with little supervision;
- Mature individual with high level of emotional intelligence;
- Excellent prioritisation and stakeholder management skills; and
- Ability to proactively take initiative.

b) Business Acumen

- Ability to work under pressure in a high paced environment;
- Ability to identify risks;
- Ability to engage with clients at a high level;
- Ability to analyse business requirements and propose suitable solutions;
- Valuing and drawing on others' skills and experience; and
- Thinking and acting in the interests of the Group as well as the Division.

APPROVAL

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof,



28/9/2021

Consulting Manager

Date

Divisional Executive

Date

