

## JOB TITLE – Consultant: Practice Management Consulting

**Position reports to** : Team Lead – Practice Management Consulting  
**Direct Reports** : None  
**Office Location** : Adapt IT Johannesburg Campus

### PURPOSE OF THE POSITION

Delivery of Practice Management suite of products through the implementation and training of CaseWare Africa's existing and new clients. We strive to provide clients with services that enables efficiency, quality and provide value to their organization while ensuring client success and software renewals.

The Consultant will be part of a team working towards migrating CaseWare Africa's clients from desktop to cloud solutions through technical implementation and training of software solutions and providing direct line of escalation for consultants within the team.

### PRIMARY RESPONSIBILITIES FOR THE ROLE

#### a) Productive Utilisation

- Execute work in an effective and productive manner.
- Achieve effective time utilization when not engaged in client projects.
- Influence revenue by collaborating with the sales team.

#### b) Quality of Delivery

- Adherence to consulting processes to deliver quality of work at a consistently high standard.
- Perform the review of the work of own and others for accuracy and completeness.
- Take ownership of key tasks, identify their dependencies, prioritise them and see them to completion.
- Consistently show the ability to identify risks and issues threatening the success of your deliverables and understand the impact that it has on your work or project.
- Deliver work/activities within given timelines or managed timelines and keep your team leader and / or team members updated on the progress of your deliverables.
- Ensuring that all administrative tasks are completed timeously, namely timesheets, Project Sign Off's, training registers and client communications where applicable.



#### c) Client Success

- Proactively monitor and engage with stakeholders to manage potential client risks identified.
- Support sales team through pre-sales activities as required.
- Keep clients informed with relevant information from a software and technical perspective; and
- Ensure that the CaseWare Africa client base is proactively managed, 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.
- Achieve customer and managements' satisfaction through effective stakeholder management.

#### e) Learning and Development

- Drive self-growth through available training platforms and internal accreditations.
- Identify and explore any additional areas of growth.
- Share knowledge with immediate and extended teams.

### QUALIFICATION AND EXPERIENCE REQUIREMENTS

- 3-year Degree (BCom / BSc) in related field (Information Systems and/or Accounting).
- Performed a consulting or support role in a software delivery environment.
- Managed the delivery of own projects.

### KNOWLEDGE

- CaseWare Time, TaxWare or SecWare is a requirement
- CaseWare Cloud and related Cloud apps is a requirement
- MS Access and FoxPro knowledge would be advantageous
- SSMS and MS SQL Server Writing of Transact SQL
- Data Conversions
- Excel / Text Data Manipulation
- Microsoft Office Product Suite

## 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.
- Mature individual with high level of emotional intelligence.
- Excellent prioritisation and stakeholder management skills.
- 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,

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**Consulting Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Consultant: Practice Management Consulting**

\_\_\_\_\_  
**Date**

