

Business Consultant

Role Profile

Change history

Version	Date	Author	Comments
V1	25 Aug 2016	Gerry Booth	

Objectives

Use their application and business knowledge, together with their consulting skills, to assist clients in the delivery of business change projects in a way that enables Professional Services to deliver revenue and margin in line with business plans.

Reporting Lines

Reports to the Practice Director.

The Professional Services Business Unit uses a matrix management structure for Project work and, as such, the Business Consultant will work for Project Managers while assigned on their projects.

Responsibilities

- **Primary Responsibilities**
- Maintain a high level of knowledge of the functionality of applications sold and implemented by Maginus. Maintain and develop industry-specific knowledge and deploy it effectively on projects and internally.

- Analysis of client business requirements offering best practice, cost effective solutions.
- Analysis of current client business processes and recommendation of improved future business processes. Use knowledge of business process re-engineering to help clients deliver successful process improvements assisted by the software.
- Analysis of gaps between current/future client business processes and standard application solutions.
- Proposal of solutions to close gaps between processes and applications – process changes, software modifications and manual workarounds.
- Production of project documentation such as process documentation, Business Requirement Specifications, Gap analysis documents and process diagrams.
- Assistance in designing and conducting acceptance test.
- Training clients in the use of applications.
- Configuration (or assistance on configuration of) clients' applications.
- Provide advice pertaining to data migration of existing client data into the application.
- Resolving client issues relating to projects.
- **Secondary Responsibilities**
- Help maintain the relationships with software vendors such as Microsoft and stay abreast of trends and developments.
- Drive forward consulting quality and value by following consistent consultancy processes and methodologies. To contribute to the further development of the Maginus consulting processes and methodologies.
- Drive forward the internal Maginus skill set by acting as a mentor to other consultants, delivering internal training, education and coaching. Act as a functional expert and role model to other consultants.
- Deliver project stakeholder buy-in through effective use of skills and experience.
- Develop excellent working relationships with clients and maintain face-to-face contact with clients whenever possible within the parameters of a project.

- Act as an advocate for Professional Services within Maginus by developing excellent relationships with other Business Units.
- Support the sales process by, for example, acting as a pre-sales consultant at prospect sites or by producing estimates and assisting in the creation of high-level project plans.
- Promote the Maginus brand within client organisations and other interested parties.
- Adhere to Maginus processes and procedures.
- Carry out other duties as assigned from time to time by the Professional Services Director, Practice Manager or project managers.

Skills and Experience

Area	Detail	Comments	Must / Should / Nice to have
Project experience	ERP implementations	Relevant experience implementing at least five ERP solutions, of which three should be medium to large scale implementations. It is essential that candidates have strong experience in a customer facing capacity with a good understanding of how solutions can be deployed to deliver tangible business benefits.	Must
Process experience	Wide range of process experience	Understands principles of a wide range of business processes such as: purchasing, warehouse management, fulfilment, sales processing, marketing and CRM, manufacturing and finance.	Must

Area	Detail	Comments	Must / Should / Nice to have
Consulting skills	Strong business and interpersonal skills and competencies	This person sets a high standard for commercial awareness, influencing, organisation and planning. They should be able to inspire confidence and command respect from customers and colleagues. They actively support the development of the overall consulting team and are pro-active in their own self development.	Must
Technical	SQL	Practical working knowledge of SQL.	Should
Technical	BI	Practical working knowledge of the standard BI cubes and how these meet client reporting needs	Nice to have
Technical	SharePoint	Practical working knowledge of Role Centres and/or Enterprise Portal deployments	Nice to have
Industry knowledge	Multi-channel retail	Understands one or more of catalogue retailing, web retailing and bricks-and-mortar retailing. Has worked on both B2B and B2C projects and can articulate the specific challenges of each.	Should
Project methodologies	Experience of structured project methodologies		Must