

Roles and Responsibilities

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JOB TITLE:	SENIOR CONSULTANT
DIVISION/ FUNCTION:	Core Operations

REPORTING STRUCTURE:	
Reports to:	COMPETENCY MANAGER
Direct Supervision of:	<ul style="list-style-type: none">• Competency Manager• Reporting Manager

POSITION OBJECTIVE:

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- Execute customer project deliverables as assigned by the project leads/managers
- Develop or configure, document and test business solutions according to the functional and technical requirements
- Build professional relationships with clients, management and team members to ensure delivery of proposed solutions, support for development of business possibilities
- Contribute to productivity of the project team with effective communication skills and cooperation
- Keep project documentation and timesheets up to date and maintain all documentation in repository setup for the purpose
- Coordinating with customers and planning of requirements and tasks to meet project delivery timelines
- Designing project plans and communicating project status to a customer regularly
- Participate in weekly team meetings, code review & performance enhancements of the objects
- Coordinating with customers and forecasting requirements to provide consultation for projects
- Assist the project manager in creating estimation documents of new projects and arranging training sessions for the knowledge transfer
- Mentor and coach junior team members and interns; contribute to practice development activities like conducting interviews

DUTIES & RESPONSIBILITIES:

Financial Perspective:

- Maintain Self and team Billability of at least 90% for the year

Customer Perspective:

- By maintaining 100% Customer satisfaction on projects
- By maintaining 100% Customer satisfaction on projects based on an average 4.5 Customer feedback on issues resolved/worked on
- Issue resolution time adherence to SLA should be 100%

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- Should mentor or conduct at least one training program per month

Internal Process Perspective:

- Maintain documentation and contribute to blogs/knowledge base once per month
- Maintain quality on deliverables and attain zero rework
- Conduct mock interviews or internal certification for junior resources
- Contribute to practice development activities like conducting interviews of candidates, pre-sales activities and customer presentations

Learning Perspective:

- Self-nomination for training (Technical and Soft Skill)
- Conduct internal training sessions on new technology – at least once every month
- Accountability & Dependability and
- Development & Continual Learning

CORE DELIVERABLES:

- Deliver objects on time as assigned by the project lead / competency manager
- Learn client handling, people management and financial skills for managing projects

INTERNAL CROSS WORKING RELATIONS (DEPARTMENTAL):

- Update HR and Finance teams of any changes in work timings, work location or project assigned to by the client. Also update HR and Finance teams of any onsite travel and/or leaves taken.

EXTERNAL WORKING RELATIONS:

- Customer relationship management – collect team feedback and explore new opportunities at the client and submit feedback once a month to Practice / Competency Managers

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HR Manager

Head of Delivery

COO

Job Holder
