

Roles and Responsibilities

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JOB TITLE:	CONSULTANT
DIVISION/ FUNCTION:	Core Operations

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

DUTIES & RESPONSIBILITIES:	
<ul style="list-style-type: none">▪ 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▪ Working on conceptual designs to simplify customer processes and help automate manual activities for customers	

KEY PERFORMANCE INDICATORS

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Financial Perspective:

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

Customer Perspective:

- 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%

Internal Process Perspective:

- Maintain documentation and contribute to blogs/knowledge base once per month
- Maintain quality on deliverables and attain zero rework

Learning Perspective:

- Self-nomination for training (Technical / Soft Skills) – at least one per quarter
- Attend internal certification or mock interviews or skill enhancement tests – 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

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.

HR Manager

Head of Delivery

COO

Position Holder

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