

Associate Consultants and Business Development Consultants Job Specification

COMPANY OVERVIEW

Knowledge Factory International, United Kingdom, with its Central London group headquarters, is the parents company for Knowledge Factory (Nigeria) and Kogzytech Associates Ltd. The group is an innovative knowledge transfer, capacity development and technical consultancy organisation specialising in growing the knowledge capital of our clients.

Knowledge Factory International is looking for Associate Consultants and Business Developments Consultants that will assist with implementations of world-class client solutions. Ideal candidate will have strong leadership and analytical skills, as well as technical proficiency with operational systems, excellent communication skills, strong business acumen, solid presentation skills and be able to contribute to streamlining business processes for clients.

This role for Associate Consultants is for experienced professionals from public service or private sector, while the business development consultants is for recent advanced degree graduates looking to gain a foothold into the knowledge transfer consulting industry. An ideal Associate Consultants will have more than 10 years senior management and leadership experience. For the Business Development Consultants, it is expected that candidate will have a minimum of 2-3 years professional work experience in public or private sector in Management, Customer Relations, Project Management, Marketing or Management Information Systems (MIS) or Event Management fields with a bachelors or advanced degree from an accredited university.

Our dedicated teams of consultants focus on specific performance improvement support, event management, and technical project development and provide real-time consultancy advice; the team provides rapid access to the very best international knowledge pool for the benefit of our clients.

PURPOSE OF ROLE

To maximise consultancy and knowledge transfer opportunities by building relationships with new and existing clients in order to gain their commitment to use Knowledge Factory as a provider of permanent and/or contract consultancy services. Promote Knowledge Transfer core competencies to new and existing clients and to devise creative tailored client support solutions that meet their business and organisational needs.

RESPONSIBILITIES

- Effectively open new and grow existing accounts/business independently
- Grow accounts via expansion into new areas, product/service development and specialisation in new services to clients
- Build good working relationships with clients, candidates, peers and managers
- Meet and surpass specific sales and activity targets
- Obtain appointments, attend client meetings and proficiently promote the services of Knowledge Factory Group
- Carry out client presentations
- Successfully resolve issues relating to contracts, grievances, or conflict.
- Ensure you run the project accounts cost effectively
- Assist the Knowledge Factory Group Management team in the collection of outstanding debts if necessary.
- Lead and Manage Knowledge Transfer events, seminars and workshops
- Provide leadership and management skills which significantly contribute to the overall success and continued development of the Knowledge Transfer Consultancy Business of the company
- This individual will learn to focus on partnering with the customer to address issues that impact the overall success of the project.

Website: www.kfint.com



CONSULTANT'S COMPETENCIES REQUIRED

Verbal

The position requires that the candidate communicates effectively with others in individual as well as group situations. Must be logical and convincing and must be able to influence others when a message is conveyed. Must react effectively to the arguments of others and must show people that he/she is able to listen effectively.

Written

The candidate must have impact when communicating ideas in the written form. Must be clear and concise and utilise the appropriate styles to persuade others when communicating on paper.

Customer focus

The position requires that the candidate be able to identify customer needs by analysing the subtle clues and indicators from both the customer and environment. He/she must then be able to sell an appropriate product/service to the customer through the analysis of this information. He/she must project a professional and helpful image at all times.

Marketing and sales knowledge

The position requires the candidate to be ambitious and tenacious with a sound understanding of the principles of marketing, sales and sales techniques. He/she must be proficient in the use of sales techniques in order to sell a Knowledge Factory product/service, programmes, etc. He/she must be able to scan the market for new business and actively initiate new business opportunities.

Judgement

The position requires that the candidate displays the ability to consider the implications of his/her actions and decisions.

Flexibility

The position requires the candidate to be sensitive, influencing, hardworking, credible and to actively reconsider the viewpoints and feelings of others, demonstrating a well-developed ability to view things from another individuals' frame of reference. The candidate must display a well-developed ability to accurately assess the feelings and attitudes of others

Computer Skills

The candidate must have a thorough knowledge and understanding of the functional use of a standard PCs e.g. MS Word, Excel, power point, etc.

Initiative & Creativity

Position requires the candidate to continually originate ideas spontaneously and exploit opportunities without having to be urged to do so. The candidate must consistently put forward different solutions to problems, identifying new opportunities which will benefit his/her own sales/projects, as well as the company as a whole. The candidate must be proactive in anticipating problems and in taking action on them before they arise.

Negotiating

The position requires the candidate to be involved in negotiating issues important to his/her own work activities within the organisation. Must be able to put forward requests and be able to understand the requests of others. The candidate must be able to reach agreement with the other party. From time-to-time he/she may form part of a negotiating team in dealing with clients. The candidate must understand the basic negotiating process, and actively use the techniques

Assertiveness

The position requires the candidate to be charismatic, resilient and resourceful with ability to display the capacity to be assertive and to persevere with viewpoints when opposed by other individuals

Entrepreneurship

The position requires the candidate to embrace the spirit of flexibility and entrepreneurialism that drives Knowledge Factory business. He/she must be able to achieve improved results by persisting with new and innovative ideas, and displaying a general willingness to take risks.

Commercial skills

The position requires that the candidate has a sound understanding of public service or business and commercial fundamentals and have an ability to translate this into profitably run project accounts.

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KEY PERFORMANCE INDICATORS FOR CONSULTANTS

- Achieves at least personal business secured of about N15 Million Naira per year or has 8 business consultancy contracts out for a calendar year
- Wins and develops own business
- Excellent client and candidate satisfaction results
- Achieves positive feedback on a consistent basis – both internally and externally to the Consultancy and trainee/education recruitment practice
- Initiate and run one fee paying workshop/seminar per calendar year
- Lead an organising team for a national or international conference every two years
- Employs strategic & creative thinking to the team development and contributes to the overall success of consultancy and trainee recruitment for our international education programme
- Cultivates senior client relationships

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International Head Office

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