

# Position: Support Consultant

January 2017

ON THE MARK (OTM) is growing, and we are looking for one UK based Support Consultant to work on client-based projects and other initiatives. This role is home-based but will require regular travel on client projects and events, but also regular travel to London, and potentially USA as the Company's Head Office is Phoenix, Arizona.

This is the ideal first job for an ambitious graduate looking to enter the exciting world of management consultancy with a vibrant, progressive and global company. Read our job description to give you a flavour for what is expected by us, and what we are offering in return.

We are also keen on filling a US vacancy too, so let us know if that suits.

## Background:

OTM is a boutique consultancy specializing in organizational design and transformation solutions. Now in its 25th year of operation located on both sides of the Atlantic, we are recognized by many of our customers as their preferred vendor in providing substantive yet practical organization design and lasting change. OTM is growing and has exciting plans for the future. Now is an excellent time to join our progressive business. You will learn rapidly, have excellent career enhancement opportunities and the chance to be an important player in a small, closely-knit team.

## Role Description:

In this entry level position as a Support Consultant, you will become an integral member of the OTM Consulting team. You will have the unique and exciting opportunity to work with leading companies around the world as well as help build and develop the OTM brand in a marketing context to support growth initiatives. You will have the chance to learn OTM proprietary business transformation methodology directly from top practitioners in the field and gain exposure to a vast range of global businesses. At OTM, we are looking for talented and motivated individuals to join and support our consulting team.

## Essential Skills

- A minimum of a university degree or equivalent. We prefer degrees such as history, business, organizational design, graphic or instructional design or other degrees that involve technical writing.
- Strong verbal and writing skills - able to write business communications concisely, simply and in a step-by-step fashion. Able to work with C-level and board-level executives, middle managers and front-line staff equally well while maintaining an executive presence.
- Able to travel, including both domestic and international (must have a passport). The successful candidate will be on the road a lot of the time and could be away from home for up to 2 weeks at a time. You will need to be comfortable with this prospect. The consultant team becomes your on-the-road support network.
- Must have a high level of emotional maturity, good relationship skills and sound judgment to work in sensitive environments with clients.
- The goal is for Support Consultants to manage the project flow from end-to-end; starting with the initial contact with clients through to the planning and preparation of workshops and follow-up work.
- Highly skilled in all Microsoft Office applications.
- In time you will have the ability to produce documentation (layout, formatting, graphics, flow & linkages) that tells both the narrative story and transformational blueprint of our customer organizations - not just a set of slides.
- Ability to learn quickly how to use new pieces of software and web interfaces (e.g. client portals, and software)
- Able to create and develop tools and templates based on OTM signature methodology for customer use.
- Well organised e.g. there are some administrative tasks you will have to get involved in.
- You will thrive in a highly autonomous work environment and have the desire to learn, innovate and contribute; you will be able to take direction, guidance and constructive feedback without being adversely affected.
- You will have a can-do attitude and are willing to take on a variety of projects & challenges.
- You must be able to work as a team with existing Support Consultants & Senior Consultants effectively both in person and virtually.
- You will have a strong work ethic and time management with the ability to get the work done in sometimes short spaces of time regardless of time zone. The occasional day can be long as a result!

## Desirable Skills

- In addition to English, the ability to speak, read and write in another language.
- Existing experience living and/or working in other countries and cultures.
- Proficiency in Adobe Creative Cloud apps such as Photoshop, Illustrator and InDesign for more complex documentation.
- Background knowledge or experience in a business or management environment.

## Role Benefits

- Full-time role, with the ability to progress rapidly as a consultant as skills develop. (Following an initial three month probation period to ensure fit, skill sets and contribution to OTM).
- For the right UK-based candidate, a starting salary in the range GBP 23-26k plus other benefits and standard holiday entitlement
- US based candidates, please contact us for more information.
- Early exposure to a variety of large multinational companies at senior level is an unusual component of the role.
- Work with leading global consultants to learn the trade directly.
- Continuous learning both culturally, academically and practically.
- The ability to work virtually from home and other locations when not on site delivering a client milestone.
- Flexible working hours when not on site for a client milestone.
- Previous successful candidates come from a range of backgrounds including seasoned technical writers to recent graduates from a wide range of subjects (e.g. Science and History to Business).

## To Apply

Interested candidates should send the following to [recruiting@on-the-mark.com](mailto:recruiting@on-the-mark.com) with **Support Consultant Application** as the subject field (Please, no calls or agencies):

1. Your resume/CV.
2. Cover letter addressing why you are the ideal candidate in response to the success criteria and requirements as stated above (No more than two pages)
3. Three work samples that should include written, illustrative/graphical and technical elements.