

JOB ADVERTISEMENT– ENGAGEMENT MANAGER

POSITION NAME:	ENGAGEMENT MANAGER
REPORTING LINE:	ASSOCIATE PARTNER
DIRECT REPORTS:	SENIOR CONSULTANTS / CONSULTANTS
SUBSIDIARY/ DEPARTMENT:	NTIYISO REVENUE CONSULTING
LOCATION:	PROJECT BASED - EMFULENI

WHO ARE WE?

Ntiyiso Consulting Group is an authentically African and globally wired management consulting firm specialising in all major industries. We deliver sustainable solutions through three subsidiaries, viz. Ntiyiso Revenue Consulting, Ntiyiso Business Consulting and Ntiyiso Industrialization Consulting. Ntiyiso means 'TRUTH' in the Xitsonga language. Therefore, we are naturally inclined to deliver the most trusted solutions to our clients and at the heart of why we exist lies our purpose: to empower institutions that enable Africa's development.

JOB PURPOSE

The Engagement Manager leads the day-to-day planning, execution and delivery of client projects whilst managing scope, quality, schedules and budgets, as well as guiding and developing individual team members. This role further ensures that applicable governance and compliance protocols are upheld in line with the PID (Project Initiation Documents) to ensure positive impact and sustainable results.

Overall, the Engagement Manager is responsible for managing clients' expectations of projects, communicates effectively with clients, and applies effective problem-solving techniques and above all, anticipates and communicates project risks and find mitigations for them.

KEY RESPONSIBILITIES

CLIENT SOLUTION

- Understands client problems at a project/ workstream level and can give suggestions and recommendations
- Applies critical reasoning skills in analysing problems and seeking alternative solutions
- Undertakes research, generates insights, and presents these to clients and other stakeholders
- Applies advanced problem-solving skills and models scenarios that may lead to sales opportunities
- Identifies appropriate and skilled resources aligned to project goals and client mandates
- Applies project management knowledge and techniques to ensure delivery of complex projects within scope, budget, and quality parameters
- Drives project governance activities for both internal and external stakeholders

BUILDING RELATIONSHIPS

- Forms long-term collaborative relationships with clients across all levels to deliver work within the Ntiyiso ecosystem
- Facilitates coaching activities as necessary
- Delivers customer-centric solutions
- Demonstrates change management competence and stakeholder management (identifies challengers, resisters, and enablers within the client's environment)

TEAM PLAYER

- Is aware of when to promptly escalate issues to the appropriate parties in order to find a solution.
- Portray collaborative attitude
- Provide feedback, upward and downward

GROWING THE FIRM

- Produces effective proposals by adhering to the Ntiyiso process and putting them through problem-solving exercises.
- Identifies opportunities for current and new clients

JOB COMPETENCIES – SKILLS, KNOWLEDGE AND ATTRIBUTES

Behavioural Competencies

- Excellent Planning and Organising skills
- Highly structured communicator (written and presented) with interpersonal skills
- Detailed orientated
- Analytical and numerical ability
- People management/coaching skills
- Team empowerment and delegation
- Entrepreneurial flair
- Results/ performance driven
- Problem solving

Technical/ Proficiency Competencies

- MS Office suite of programmes, including; MS Excel, MS Word, MS PowerPoint, MS Project intermediate/advance
- Report writing
- Strong business/client engagement skills
- Project management skills - the ability to monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
- Robust document management and filing skills
- Presentation skills
- Strong understanding of consulting
- High degree of Conceptual and hypothesis-driven thinking
- Financial Project Management
- Business writing
- Intermediate to mastery – PM
- Good understanding of data analytics tools

QUALIFICATIONS AND EXPERIENCE

Essential Requirements	<ul style="list-style-type: none"> • Bachelor’s degree in engineering Operations management Financial management Business management • 7 years of managerial experience in management consulting/ 10 – 15 years in an operational environment (financial services/manufacturing)
Desirable Requirements	<ul style="list-style-type: none"> • Master’s in business administration (MBA) or studying towards an (MBA) will be an advantage • Additional Qualification - Project Management is highly advantageous, or equivalent certification in project management is an added advantage.

Other Requirements	<ul style="list-style-type: none"> • Must have a valid driver's license and own vehicle
WORKING CONDITIONS AND SPECIAL REQUIREMENTS	
Shift work, Overtime, Travel, Uniform, Special conditions	<ul style="list-style-type: none"> • Expected to work long hours from time to time • Will be requested to travel from time to time
Duration of Employment	Performance-based Fixed Term Contract

TO APPLY:

Please send your Curriculum Vitae and proof of qualifications to: careers@ntiyisoconsulting.co.za
 Consider your application unsuccessful if you have not heard from us two weeks after the closing date.

CLOSING DATE:

Monday: 19 February 2024
 17:00 (End of Business)