



Principal Consultant, London

Reporting to the Head of Practice and Insight, you will lead a team of consultants working across a wide ranging portfolio of clients and work ensuring quality deliverables to time, budget and objectives.

You will be commercially minded with an appreciation for the challenges businesses face, be able to communicate the commercial value of UX, and have a talent for nurturing client relationships.

This is a great opportunity for an experienced, commercially aware consultant to take the next step in their career with an agency that has big ambitions and a very large appetite for fun.

Responsibilities

- Work in partnership with an Account Director to manage a client account group.
- Lead on scoping and reviewing client proposals to ensure quality of approach and alignment with client objectives.
- Grow and nurture long-term client relationships through a deep understanding of their business objects, past projects and future ambitions.
- Add to our knowledge and consumer insight to inform recommendations to clients, which balance the needs of the business with those of the customer.
- Write and present high quality, engaging and authoritative reports and presentations.
- Manage the delivery of a wide range of tactical and strategic UX projects including resourcing from internal teams, suppliers, agencies and contractors, budget and quality of output.
- Provide quality assurance and practice leadership across various projects ensuring quality of method and advice.
- Coach and mentor consultants in all aspects of their work to help them to achieve their personal development objectives and ambitions.
- Contribute to the Authoritative Voice programme.
- Champion our culture and values.



Required skills and experience

- At least five years' user experience / design agency experience.
- Likely to be educated to degree level (computing sciences, HCI, business, psychology or design).
- Extensive experience in a client facing role working with top 100 brands.
- Commercially aware with an understanding of ROI and online marketing metrics.
- Experience in a project-based environment as a team member and as a manager setting and monitoring project budgets.
- Strong client and account management skills.
- Excellent report writing and presentation skills, competent using word and PowerPoint.
- A team player with excellent time management skills.
- Experience in managing, leading and coaching UX consultants.
- Excellent communication skills from an internal email through to a client presentation.
- Excellent relationship building skills with the ability to create rapport and build relationships with clients and colleagues.

Essential qualities

- **Excellent client relationship skills:** You must be able to create rapport and relationships across a range of clients and functions.
- **Excellent communication skills:** You must be fully-confident taking on a client-facing role with the necessary skills required to work with and manage clients, suppliers and colleagues.
- **Passion and creative thinking:** We're passionate about delivering high-quality, effective and value-added services to our clients.
- **Attention to detail:** We pride ourselves on the quality of our deliverables, from an email to a client presentation. Achieving this, especially when under pressure, is a critical success factor for the role.

Package



Competitive salary, bonus scheme, 25 days' holiday (increases to 30 with long service awards), matched contributory pension scheme, death in service cover and private medical cover. This is a permanent position.