Principal Consultant – Job Description

Team:	Governance, Risk & Regulation Practice
Line Manager:	Director
Direct Reports:	TBC following probation
Location:	Home based role. Travel to Clients and Offices required
Hours:	Full time, 35 hours per week, Monday to Friday. As a client-facing consultancy, flexibility in working patterns and location will occasionally be required to meet client and business needs, including travel and at times work outside of normal hours.

Purpose and Objectives:

The Governance, Risk and Regulation Practice is at the heart of Altair's service offering. The Principal Consultant will have a leading role in our team for the development and delivery of consultancy client work across a range of activities.

This will involve managing client relationships and projects, building Altair's profile with senior stakeholders in social housing and beyond and developing the skillsets of junior members of staff.

You will have significant knowledge and practical experience in your specified subject matter. You should have experience in the social housing sector and be committed to its improvement. Experience of management consultancy would be beneficial but not essential.

You will be ambitious, proactive and target-focussed with a commitment to adding value to our clients and internal teams. You will strive for continuous improvement and bring new ideas and solutions to the team and be confident working directly to senior leadership and board members.

Consultancy work is completed in a mix of on and offsite engagement with clients – flexibility and a desire to work with people is required.

Key Responsibilities:

Details on the key responsibilities and activities of the role are detailed in the table below.

Key functions	Responsibilities and activities
Consultancy Delivery	• Working as part of a team and individually to successfully deliver projects for clients including those that are larger or more complex in nature. • Think and analyse strategically and deliver insightful outcomes. • Ability to work on your own with minimal supervision. This includes responsibility for meeting agreed targets to deliver consultancy work, leading and supervising others to deliver consistently high-quality work. • Project management and co-ordination (on a range of project types).

Key functions	Responsibilities and activities
	• Stakeholder engagement (e.g. conducting interviews, facilitating workshops and presenting to clients). • Working with clients during high-pressure situations to deliver positive outcomes. • Delivering findings and recommendations to a range of audiences such as executives, board members and political leaders in the case of local authority clients.
Project management	• Manage client projects effectively, ensuring objectives, deadlines and budgets are met. • Set and challenge project delivery expectations of clients, when required and appropriate. • Follow our Quality Assurance (QA) process for reporting by seeking QA for work that one has produced and providing QA through challenge and review of reporting. • Use project management tools and milestones appropriate for the size and scale of the project.
Business Development	• Use profile, network and client relationships to identify opportunities and gain new business. • Take a lead role in managing relationships with clients and potential clients to identify opportunities. • Lead the development of new service offerings geared to the needs of the market with a strong understanding and interpretation of sector changes. • Lead the development of clear and comprehensive written proposals. • Lead client pitches.
Corporate work	• As a member of the team, there will be opportunities to contribute to aspects of corporate projects.
Other requirements	The Principal Consultant has a key focus on winning new work with clients. This will include areas such as: • Drafting and development of proposals. • Attending pitches. • Building relationships with clients. • Identify and develop opportunities with existing clients. • Contribute to our marketing and profile-raising activities. • Be a strong point of communication for clients.
Corporate responsibilities	• We work collaboratively and there will be a requirement at times for everyone to contribute to some aspects of our corporate work. • All individuals are also expected to ensure that all required internal systems and processes are adhered to (e.g. timesheet recording, invoicing etc.).

Person Specification

Section	Criteria	Essential/ Desirable
Education and qualifications	• A degree in social science, public policy or housing practice preferred • Membership of the CIH	D
Specific experience	Demonstrable background of working in regulation and governance, with a varying range of experiences including: • Successful track record of working within the social housing or related sector (including for local authority registered providers). • Strong understanding of social housing regulation and governance. • Working with and reporting to key stakeholders including tenants, the Executive, Boards, Committees and political leadership • Delivered high quality projects and making a significant contribution to positive outcomes. • Consultancy type work (or equivalent - either within or outside the housing sector). • Working to multiple complex deadlines in a customer focused environment.	D
Skills	• Excellent communicator across all types of media • High quality stakeholder engagement skills across a wide range of stakeholders • Project management • Relationship management and ability to deliver an excellent customer service to clients • Excellent analytical skills – including able to apply a wide range of information and present complex information succinctly and effectively • Articulate and able to present complex messages clearly, both verbally and in reports • Strong numeracy skills • Ability to interpret data from a range of sources including both quantitative and qualitative information.	E
Attributes	• Ability to work independently and to co-ordinate and plan own workload while managing conflicting priorities	E

	• Ability to work across and manage a number of complex projects simultaneously • Intellectually curious and agile • Commercial acumen • Adaptable and able to respond well to different work environments • Keen to learn and evidence of taking ownership of self-development • Strong personal drive • Team-focused • Positive attitude and resilient • Committed to high personal standards of delivery • Confidence to work with, and deliver to, a wider range of audiences • First-class problem-solving capabilities • Comfortable with travel to client sites.	

Key Relationships

Internal	• Governance, Risk and Regulation Practice, Senior Leadership, Associates, Marketing and Communications, Bid support.
External	• Local authority registered providers, private registered providers, membership bodies (NHF, CIH, TPAS etc), Housing Ombudsman Service, Regulator of Social Housing, Charities Commission, Supported Housing Advisory Panel, Care Quality Commission.