

**INGENTA PLC
JOB DESCRIPTION**

JOB TITLE: Global Head of Professional Services

JOB REF:	ING275	COST CENTRE:	99-480
DIVISION/DEPARTMENT: Professional Services			
REPORTING TO: CEO			
JOB TYPE: Full Time			
LOCATION: Oxford, UK (preferred); Greater NYC area			

PURPOSE OF JOB

This position is the overall leader of the Professional Services division of the company. The role will manage a cross-functional group of individuals in multiple locations dedicated to maximizing the profitability of the Professional Services offering while providing superior services.

This role will report to the CEO and oversee the following global key groups within the organization:

- Implementation Services
- Managed Services
- Content Sales Services
- Support Services

KEY RESPONSIBILITIES

In this role you will lead and take overall ownership of the Professional Services team and will be accountable for the development and execution of business wide strategies, plans, and services that support business growth and delivery capability. The Global Head of Professional Services will ensure excellent service provision for customers with a focus on implementation without a reliance on product changes.

Assuming a visionary and strategic leadership role for the Professional Services area, this position is responsible for developing revenue growth, whilst significantly improving profitability, and will be responsible for defining the service catalogue and managing both fixed and variable staffing models to support the overall workloads.

In this position, you will actively research and understand the marketplace to ensure Ingenta are developing the capabilities, and solutions that are relevant to our clients for today and the future.



KEY RESPONSIBILITIES CONTINUED

Central to this position, is the support of business sales growth by ensuring an effective service and solution provision plus an active and hands on approach to pre-sales and project delivery to a varied client group. You will ensure the business manages client engagements effectively to exceed customer expectations and grow our reputation and business.

The successful candidate will be able to put in effective controls to manage project delivery, operate well with limited resources, monitor the group daily and be willing to engage directly on engagements to solve issues and risks. This person will create effective dashboards for communication and monitoring and will understand and manage the escalation of challenges both internally and with customers.

MAIN/CORE TASKS

- Drive, own and oversee the Professional Services Division
- Create and manage the service catalogue
- Ensure maximum utilisation of resources
- Ensure products are implemented in a timely and out of the box way
- Participate in Sales efforts
- Create appropriate fixed and variable staffing models to support current and future business
- Track efforts of all team members
- Develop internal reporting and KPI measures for Professional Services teams including utilization, billing, budgets, SLA compliance etc
- Establish a strong internal and external network to fulfil business needs
- Interface with customers as escalation point
- Work collaboratively with other departments (Business Development, Product Strategy and Development, to make sure the team is operating as a comprehensive whole.

KEY SKILLS SUMMARY

Leadership

- Excellent professional services and client management skills at executive level, leading and enabling teams across the business to exceed client expectations.
- Excellent communication and relationship skills, highly articulate and credible at all levels internally and externally, consistently delivering inspiring, engaging and meaningful messages about current strategy and future direction.
- Excellent talent recruitment and development skillset creating a culture of employee engagement and empowerment to progress the company objectives while enforcing accountability.
- Experience in conflict management, engages constructively in conflict by creating an environment that supports honest, robust and creative dialogue.
- Experience of introducing new concepts or strategies that significantly improve or revise the way business is done through to implementation.
- Excellent project management skills
- Strong ability to work collaboratively with the relevant areas within the organisation to achieve the right solution for clients.
- Data driven management focus with metrics establishment and tracking
- Innovative thinker with high problem-solving skillset.

Technical:

- Proven record in strategic planning and execution which delivers to expected targets.
- An effective change leader, especially in the professional and client management services areas.
- Proven record in setting up company infrastructure to grow to the next stage.
- Proven record in spotting trends and opportunities and be able to develop and communicate both a near-term and longer-term strategic vision and plan.
- Experience of connecting with key customers at CEO and CIO level.
- Ability to understand customer needs, challenges and capabilities in order to craft client solutions.

Technical Skills Continued:

- Strong experience in pre-sale initiatives and turning business opportunities into results with teams.
- Excellent knowledge of economic and financial management principles and practices.

Management:

- Very strong people leadership skills with experience in providing strategic input to structure the company.
- Experience of fostering a culture that supports intra-organisational relationships throughout the business in order to move the client experience forward.
- A proven record in setting and working to visionary but attainable goals, taking courageous decisions and implementing them successfully.
- Applies insight, originality and a broad perspective to generate revolutionary technical solutions with teams.
- Excellent change management skills, with experience in leading people through change, gaining support, commitment and inspiring confidence through clear communications.
- Ability to build consensus and relationships among managers, partners, and employees.

Budget:

- Proven experience establishing and managing to budgets and tracking.
- Proven experience in management reporting.
- Proven record in developing strategic financial planning processes and standards to support execution of business growth strategy and promoting adoption and adherence.
- Proven experience in the overall control of planning, staffing, budgeting and recommending and implementing changes to methods.
- Ensures budgets and schedules meet corporate requirements.

FLEXIBILITY STATEMENT
<i>The fast moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.</i>

INTERNAL RELATIONSHIPS
All employees of Ingenta Plc.

EXTERNAL CONTACTS
Customers, partners and appropriate resource providers.

Interested applicants should send their CV to recruitment@ingenta.com quoting the above job reference.