

Role Profile: Solutions Architect

Team: Customer Experience

Reporting to: Experience Senior Executive

Job Level: Level 2

Purpose...

Hemsley Fraser's continuing success relies, in no small part, on our ability to build enduring relationships at the highest levels of our clients' organisations. It requires us to be credible, trustworthy, demonstrably capable, and personable. Our goal is to have our clients view us as trusted advisers and thought partners. On the frontline of this demanding challenge are our Solution Architects (SAs). This is a demanding role requiring a deep interest in developing people and ideas across all industries and topic areas. You will have the expertise, empathy, and determination to win the trust of the most discerning client-audiences and translate their vision into successful learning experiences.

As a senior member of the HF team, you will be invited to turn the lens inward and leverage your expertise to help us be a better employer, supplier, partner, and corporate citizen.

Our Solution Architects will have capability and confidence in facilitation, design, consulting, project management and thought leadership.

This role contributes to the sales/revenue target, which is achieved through a combination of converting new in-bound opportunities and growing existing accounts across the business.

Key Accountabilities...

- **Consulting**
 - Engage with our clients to help them better understand their organisational challenges
 - Build trust and credibility in your expertise and HF's ability to execute a transformative learning deployment
 - Use a range of consulting tools to engage and collaborate with our clients (e.g. interview and focus group protocols, questionnaires, free-space etc.)
 - Structure and interpret data, distil key themes, and help the client understand implications for learning design
 - Provide insight to the client on benefits and limitations of certain approaches, including return on investment/expectation
 - Provide advice on measuring the impact of learning
 - Work confidently with a range of decision makers and opinion formers
 - Develop customised consulting tools and processes
 - Work with C-level stakeholders and sponsors (internal and external)

- **Solution Architecture**
 - Work with new and existing clients to translate their vision into deployable programs
 - Design complex solutions, incorporating implementation plans and multiple methods of delivery
 - Design learning frameworks in consultation with a range of stakeholders
 - Link learning solutions to business metrics and measurement strategies
 - Work across business units, functions, and territories to develop global enterprise solutions
 - Integrate diagnostic tools, including psychometrics and customised engagement and people surveys
 - Write participant-facing learning collateral in a client-specific tone of voice
 - Design solutions with the HF suite of products, platforms and services
- **Project Management & Commercial**
 - Work collaboratively with Executive Client Partners, Client Partners, Project Managers, Client Success Managers, marketing and digital production colleagues, including to:
 - Ensure effective capacity planning
 - Ensure effective scoping and project-price/margin on client projects
 - Oversee multi-stream design projects, from concept development through to digital and print production, pilot and roll-out
 - Project sponsor complex L&D projects e.g. where architecting and consulting are required
- **Thought Leadership**
 - Evaluate and influence enterprise design thinking including programme models and concepts
 - Participate in learning and digital innovation projects
 - Publish articles – in conjunction with HF Marketing dept. - via specialist/professional press and related social media
 - Create marketing material where subject matter insight is needed
 - Relate subject matter knowledge to design architectures
 - Support HF “point of view” through the Insights group with peer review and third-party research
 - Provide insight on how learners’ expectations are evolving in a digital age
- Ensure that all projects deliver client satisfaction in excess of the prescribed SLA/contract terms
- Where appropriate support the Client Partner teams via coaching, shared presentations etc, in order to convert new business
- Working closely with the Client Partner teams, use CRM to accurately record and present client activity and sales performance, including the collation of the sales forecast and sales pipeline reports
- Lead a bid team in response to tenders, RFI/RFP’s and ensure the team is able to meet deadlines and achieve successful outcomes.
- Identify competitive, and innovative ways to present Hemsley Fraser’s products and services to clients and communicate these to the rest of the sales team so that they are available for others to use.

Measures of Performance...

- Personal contribution to the Hemsley Fraser learning solutions/experience revenue target, related to bid leadership, contribution and where appropriate, account management.
- Thought leadership and creation of the following:
 - Enhanced curriculum content related to your subject matter expertise
 - POVs/white paper publication in concert with HF's marketing dept on topics of expertise
 - Learning/Solution architectures in response to complex and evolving client needs
- Contribution to learning/material design across all client projects as required.
- Highly organised, with demonstrable scheduling and communication skills with experience
- Exceptional stakeholder management skills, diplomacy and experience of dealing with people at all levels of the business.