

## Practice Manager – Digital Strategy and Architecture Job ID: A005

### Job Description

Responsible for building and managing a successful consulting practice in the **Digital Strategy** and **Enterprise Architecture** field to meet company's objectives of profitability, customer success and stakeholder experience.

### Roles and Responsibilities:

- **Practice and Business Development:**
  - In consultation with the Directors and other Practice Managers, determine goals and objectives for the Practice
  - Contribute to Practice strategy of other consulting domains and collaboratively identify cross-selling opportunities
  - Prepare and execute the Practice Development Plan and report against the plan to Directors at determined intervals
  - Assess and evaluate performance of the Practice against objectives; identify and manage change
  - Acquire new customers, develop strong customer relationships and ensure customer success
- **Professional Service Delivery:**
  - Perform billable consulting work as needed
  - Ensure successful delivery of professional service engagements to clients
  - Keep abreast of the latest developments in the field and be ready to learn new things
- **People Development:**
  - Contribute to staff recruitment and team development initiatives
  - Attract exceptionally talented resources, build staff competencies in line with the Practice Development Plan
  - Manage less, listen more and empower to a great extent
- **Financial Management:**
  - Seek to maximize revenue and improve profitability
  - Contribute to budget planning, resourcing and procurement
  - Manage Practice accounts and monitor and report on the expenses
  - Understand and report on the financial and legal implications of the contracts
- **Organisational Development:**
  - Contribute to internal organisational maturity, certifications and accreditations

### Desirable Qualification:

- Demonstrated experience and/or industry certifications in Design Thinking, Enterprise Integration, IoT, Big Data, Cloud, Mobile, Middleware and Cyber-Physical Security
- Entrepreneurial passion to build and develop teams
- Breadth of industry experience and depth of domain expertise

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