



Vacant

Title	Research Consultant
Division	Industrial Relations
Reports to	Nadia Taylor, Director
Position Location	Corporate Office - Brisbane
Position Purpose	<p>Research Consultant is the entry level for a consulting career. There will be a considerable emphasis on personal and professional development as Research Consultants are required to develop a range of skills to operate effectively.</p> <p>Research Consultants will work in a variety of areas and will primarily assist other Livingstones Australia professional staff in the delivery of services to clients. This assistance may take a variety of forms but will involve a significant research component. The performance of Research Consultants will be supervised</p>
Key Responsibilities	<p>Client Management</p> <ul style="list-style-type: none">• Provide good customer service• Provide support to other professional staff• Principal contact for IRS clients• Respond to client queries in a timely and effective manner• Work as an effective team member on projects• Responsible for elements of file under supervision• Achieve budget <p>Business Administration</p> <ul style="list-style-type: none">• Follow Quality Manual• Follow Knowledge Management procedures• Contribute to product development and maintenance under supervision, eg:<ul style="list-style-type: none">○ Website development and maintenance○ IRS Wagesheet maintenance○ Precedent development and maintenance○ Preparing presentations and training programs under supervision

- Development and presentation of training material

Business Development

- Develop client base
- Identify opportunities for new business from existing clients
- Develop network of contacts
- Prepare and deliver presentations for clients and prospective clients under supervision
- Build relationships with existing clients, eg:
 - Prepare newsletter articles
 - Attend Management Briefings
 - Accompany Consultants to new business meetings
 - Cross sell IR/HR/OD
 - Convert IRS clients to consultancy clients

Professional Development

- Implement agreed professional development plan
- Undertake significant on the job training
- Attend internal training sessions
- Undertake continuing professional development, eg:
 - Undertake Livingstones Australia training courses
 - Complete Livingstones Australia Graduate Training Program
 - Accompany Consultants to client meetings

Reporting Relationships

A Research Consultant will report to their team leader, Directors, Associate Directors and Management.

Skills and Abilities

- Able to analyse complex issues
- High level communication (written and oral) skills
- High level presentation skills
- Excellent time management, budgeting and problem solving skills
- Ability to work effectively as an individual and in a team
- Negotiation skills

**Technical
Ability/Knowledge**

- Sound knowledge of Workplace Relations Legislation
- Comprehensive knowledge of IRS inquiry processes, consent and non-contentious Advocacy
- Sound knowledge of Industrial Law

Within this broad skill area, more experienced Consultants will begin to specialize.

Qualifications

- Degree or near Degree or relevant experience

Experience

Other Attributes

- Team Player
- Works independently
- Operate in a professional manner
- Act honestly and ethically
- Promotes a positive workplace culture
- Demonstrates loyalty and commitment to the Company

**Additional
Requirements**

- Out of hours work
- May be required to travel
- May be required to drive

LIVINGSTONES AUSTRALIA

SELECTION CRITERIA

Title	Research Consultant	
Essential	1	Knowledge of, and/or the ability to rapidly gain knowledge of industrial relations/employee relations legislation, policies, practices, issues application in both the Queensland and Federal jurisdictions
	2	Demonstrated ability to provide services to a diverse customer focused environment, and to deal with an extensive range of industries
	3	Demonstrated capacity to participate as an active team member
	4	High developed analytical, conceptual, interpersonal and communication skills, both oral and written
	5	Demonstrated capacity for self management, participative decision making, operate in an ethical framework and display the ability to be flexible and accept change

Note: It should be noted that the criteria are listed in general order of priority only. The selection committee may choose to weight the relative importance of each criteria at their discretion.

CONSULTANT KPIs

KPI	Research Consultant	Consultant	Senior/ Principal Consultant	Associate Director/ Director
Client Contact				
Client Events #	2	4	8	12
LA Face to Face Relationship Building (ITM02)	20	40	80	100
Other Client Relationship Activity (ITM01)	80	80	40	40
LA Event Presentations including prep (ITM06)	-	-	-	-
Proposal Development (ITM08)	-	-	-	-
Client Management				
Clients Responsible for #	-	-	-	-
Clients Responsible for \$				
Matters Responsible for #	-			
Matters Responsible for \$		100,000	200,000	350,000
Matters Acting on #	-	-	-	-
Matters Acting on \$				
Business Development				
New Clients (# in 12 mths)	3	6	9	15
New Business %	10%	20%	35%	50%
Cross Referral \$	-	2,000	5,000	10,000
Profile Development				
External Event Presentations #	-	-	1	2
External Event Presentation including preparation (ITM07)	-	-	-	-
Networking (ITM04)	-	-	-	-
Published Newsletter/Case Studies #	4	6	6	4
Preparation of Newsletter/Case Studies (ITM05)	-	-	-	-
Marketing Planning (ITM09)	10	25	25	25
Marketing Materials (ITM03)	10	25	25	25

KPI	Research Consultant	Consultant	Senior/ Principal Consultant	Associate Director/ Director
Professional Development - Self				
Professional Development (ITD05)	100	50	32	32
PD Budget Invested	\$1,500	\$1,500	\$2,000	\$3,000
Attendance at Internal Training #	30	30	20	20
Professional Development – Others				
Coaching/Mentoring (ITD01)	-	12	25	50
Training Others (ITD02)	-	4	8	12
Presenter at CDP	-	1	2	3
Finances				
Personal Budget – Hours	100%	100%	100%	100%
Personal Budget – Fees	100%	100%	100%	100%
Personal Time Fee Recovery %	85%	90%	95%	95%
Business Administration				
QA Improvements	2	2	6	6
QA Development (ITD06)	5	5	10	10
Attendance at LA Meetings	10	10	10	10
Innovation				
Product Development (ITD04)	10	20	20	10
Innovation Activities (ITD08)	12	12	12	12