

## Senior Facilitator and Change Consultant

At Marg, we employ dynamic individuals with a passion for change management and depth in their respective area of expertise. Our employees are dedicated team players who bring energy, professionalism and pride to their work.

### Purpose of the role

This role will be responsible for facilitating the Prosci Change Management Certification Programs as well as Prosci programs for Executives, Managers, Change Managers and Employees. Bring engaging energy and expertise.

This role will include consulting and advisory opportunity on project-level Change Management and Enterprise Change Management services contributing to our range of professional development programs for our clients.

- Maximising participants experience in our programs;
- Maintaining long term relationships with clients;
- Contributing to our team
- Enhancing our services and delivery

### Key expectations

#### **Delivery of all Prosci programs and offerings:**

- Successful delivery of the Prosci® Change Management Certification Program including the range of Prosci programs across India
- Provide an incredible learning experience for all participants
- Manage both virtual as well as face to face sessions
- Review the projects submitted by the participants and connect the content to their projects during the session.
- Show the big picture and connect the dots in content across different sections
- Ability to manage a diverse range of participants across various levels of seniority
- Open to constant monitoring, review, feedback and learning

#### **Contribute to growth through strong advisory relationships:**

- Maintain long term client relationships based on results, trust, high quality client service and being a trusted advisor
- Combine career experience to illustrate practical change management application and answer clients' questions to their individual change initiatives
- Utilise Prosci's proprietary change management methodology, tools, facilitation and coaching for our clients to achieve their agreed outcomes
- Demonstrating our core values, working collaboratively, participating in our team services and activities, events and growth opportunities

**Success in the role will be measured by achievement of the following outcomes:**

- Maintain Prosci Certified Instructor qualification through continued professional development and quality delivery status
- Develop client organisations' Change Management capabilities by delivering the best solution to meet their needs
- Maintain long term relationships with clients based on achieving results and providing high quality client service
- Contribute to our high-performance team and culture
- Participation with your manager to enhance quality, process improvement and innovation

**Essential Requirements**

- Certification in the Prosci Change Management Methodology is not mandatory to apply for the role.
- Advanced facilitation, training, coaching and consulting skills
- Experience of working as a consultant, either as part of a consultancy firm, sole operator, or as an internal consultant or contract inside an organisation
- Strong track record of building strong client relationships and delivering quality service
- Proven ability to prioritise and manage own workload
- Availability to travel domestically for short periods (1-5 days) as required across India
- Successful track record in applying a Methodology to a variety of change projects in different organisations as a Change Professional
- Proven in-depth knowledge of and expertise in the field of Change Management