

Can your digital expertise
and advice help our
clients achieve their
organisational goals?

Acteon

Digital Consultant – People Development

Can you make an impact for clients like Toshiba, Channel 4 and Boots?

Acteon creates communication and learning solutions to help people flourish at work.

We help people make better choices, work more efficiently, be safer, develop their skills – whatever it is that makes them, and their organisations, more successful. Our projects often address complex issues where an organisation needs help to find its voice and promote positive change. For example:

- We've created dynamic mobile e-learning to help Netflix engage and inspire new joiners in film and TV production roles.
- Co-op saved millions of pounds through a major change initiative where Acteon used a blended communication campaign to help 40,000 front-line colleagues adopt essential new behaviours.
- We're developing blended learning to help leaders and managers at one of the world's largest pharmaceutical companies to implement the techniques of lean manufacturing.
- With Channel 4 Television, Acteon placed a carefully designed music video at the heart of an engaging and amusing campaign to promote colleague safety.
- We're collaborating with The AA to create a dynamic new onboarding experience that will engage and motivate call centre staff and get them up and running more quickly.

We focus on the moments that matter and deliver engaging messages, campaigns and resources to influence motivation, capability and opportunity.

We help clients find the right way to connect with their audience, creating content that surprises, delights, engages and motivates them, as well as software solutions like Breeio (breeio.com) that deliver impact and results across the organisation.

Digital Consultant – what we are looking for

Your role as an Acteon Digital Consultant will be very similar to a business analyst. You will take the technical lead on projects and play a vital role in understanding the needs of our client organisations and designing and delivering technical solutions to meet those needs. You will have responsibility for specifying and delivering learning management solutions and web and mobile communication tools for our clients to meet their business and training needs.

You will own client relationships, manage projects and bring experience in implementing software within a business while managing the interests of multiple stakeholders. You will work with internal and external colleagues, both technical and non-technical, and be responsible for maintaining the standards of quality on which our reputation is based.

You'll participate in the sales process through attending sales meetings and assisting with the writing of proposals. You will work to understand the client's business requirements and use your technical expertise to translate them into specific software requirements. In addition, you will be a primary point of contact for our clients' IT department, ensuring they have the information they require to support the project.

In summary, as Digital Consultant you will be responsible for:

- understanding the business issues and process or data challenges of the client's organisation or department
- drafting, reviewing and editing requirements, specifications, business processes and recommendations related to the proposed solution
- assisting in the development of functional specifications, where necessary
- leading project quality control and testing efforts
- managing on-going support for the client, working with our Support team to ensure issues are identified, tracked, reported on and resolved in a timely manner
- managing the adherence to project deadlines and schedules
- communicating project requirements to technical staff and developers
- communicating with the client's IT team
- managing internal and external resources in accordance with the project schedule
- consistently delivering high-quality services to our clients.

The person we are looking for will be an excellent communicator and will be capable of making the technical comprehensible for the non-specialist. The ideal candidate will have:

- experience in a client-facing role
- proven project management skills
- proposal writing experience
- good presentation skills, and confidence in dealing with people at all levels in our clients' organisations
- proven understanding of web technology, including the architecture of web-based applications, servers, and database technology
- experience working with SQL databases
- commercial awareness
- dynamism and enthusiasm for contributing to the development and success of the company
- experience in implementing e-learning or web-based HR software solutions
- experience in a Business Analyst role

Who we are and how we work

The company includes 18 consultants and writers, 11 studio colleagues, a digital team of 12, three marketing staff and four administrators. We also work with a network of trusted freelance writers and graphic artists. Our base is a beautifully converted Georgian brewery in central Cambridge. Beer-making stopped in 1972, but there's still a pub next door.

We work in an informal structure and keep hierarchy and management to a minimum. It's a working style that we value, and it requires colleagues to be mature, cooperative and self-directed. We pride ourselves on the great relationships we build with clients and on our ability to exceed their expectations. Our strength is rooted in quality – the quality of our work, and the quality of the working experience. We have a strong reputation and have won multiple national awards.

What we offer

We offer the satisfaction of doing stimulating and varied work in a friendly and supportive environment. As a member of a small company you'll have a chance to influence the development of Acteon and to contribute to and share in our success and profits.

We also offer a starting salary of c. £50,000, depending on experience, plus pension, and life insurance. There is also an end-of-year discretionary bonus based on profits. You will have 25 days holiday, plus bank holidays and extra company holidays over the Christmas and New Year period. We also offer optional free membership to the Pure Gym located across the street from our offices, a personal iPad, and a great place to work!

Apply

Interested? We'd love to hear from you. Send us your CV along with a covering letter to explain what you'd bring to our team. Thank you.

No Agencies Please.

Making your application

To apply for this role, please send us:

1. Your CV.
2. A covering letter, briefly explaining your suitability for the role. Please state where you saw this post advertised.

Please send your application to: recruitment@acteoncommunication.com

We are aiming to appoint someone to this role in July 2022, to start as soon as possible thereafter.

Following review of the applications, selected candidates may be invited to our offices for an interview or via Microsoft Teams/Zoom.

For further information, please contact us via email at recruitment@acteoncommunication.com

Acteon designs and delivers blended learning to help organisations flourish. We craft creative solutions that make a real and lasting change for our clients. We provide support for strategy & design, change communication, e-learning, blended learning, mobile, video, animations, workbooks, gamification, coaching tools and learning management.

Acteon is a multi-award winning agency with an international reputation for quality and innovation.

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