



Cambridge Leadership Associates LLC

**Job Description:      Senior Consultant: Member of Delivery and Client Service Team  
Cambridge Leadership Associates  
August 26, 2010**

Full-time permanent senior position working as a Leadership Development consultant in a fast-growing, high-energy practice based in New York, NY. CLA is looking for a full time Senior Consultant to deliver our premier capacity building and consulting services.

**ABOUT CLA:** Cambridge Leadership Associates (CLA) is an international leadership development firm started in 2002 and the home of Adaptive Leadership. CLA is a fast-growing, high energy, impact oriented practice based out of New York, NY.

CLA grew out of the work of its co-founders, Ron Heifetz and Marty Linsky, who have spent more than 30 years examining and teaching the practice of leadership at The Harvard Kennedy School.

Today, CLA comprises a team of experienced consultants skilled in the application of Adaptive Leadership, who work around the globe with companies, teams, communities and individuals to help them identify their most significant challenges, generate new solutions, and exercise the leadership required to bring them to scale. CLA is at the forefront of helping organizations, teams and individuals “adapt and act” in order to survive and thrive through complexity and change.

CLA is proud to have a balanced client list which includes Fortune 500 companies; household names in technology, telecommunications, and financial services; significant nonprofit and philanthropic organizations; and a robust number of public sector agencies at national and regional levels in the US and abroad.

**POSITION SUMMARY:** The Senior Consultant is an indispensable member of CLA’s Client Delivery Team. You will lead the work on a portfolio of clients spread across the corporate, public and nonprofit sectors, helping to bring the best of CLA’s programs and services to address client issues, ensure impact and maximize satisfaction. You will develop, lead and deliver on your own client engagements as well as collaborate with and learn from CLA Principals on a variety of offerings across the diagnostic, consulting and capacity building offerings.

You will be involved in the entire journey with our clients, playing four critical roles: business development, project oversight, client holding, and delivery. You will have on-going client holding responsibility and will be expected to expand both current and new client relationships into more fully realized engagements. You will lead much of the client service work essential for CLA’s growth, managing the client teams to ensure quality. You will be expected to contribute to new IP creation and program content as well as develop into a master practitioner of all CLA programs. Additionally, you will be responsible for ensuring that consultants receive meaningful development and growth opportunities.

The Senior Consultant reports to the CEO.



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#### **ACCOUNTABILITIES:**

- Use delivery skills and framework of Adaptive Leadership to lead engagements (from inception to completion) with priority clients.
- Grow delivery skills by participating with senior level Delivery Team members on high priority client delivery and, over time, leading some client programs.
- Generate business, including working with BDH, Principals, Founders and CEO in attracting new clients and retaining current/past clients.
- Optimize a holding environment for clients through regular coordination with client and CLA staff, marshalling the appropriate resources for smooth execution in all client interactions.
- Write proposals and design curricula, often under difficult deadlines.
- Work with the Finance Team on contract negotiations and creation of client scopes of work.
- Research and coordinate with internal staff on continued IP development and enhancement for new program and client solution-oriented design and curriculum.

#### **REQUIRED EXPERIENCE:**

- 10 or more years work in professional services and/or consulting, including significant client-facing roles and program design.
- Knowledge of the Adaptive Leadership framework, from either professional or educational experience.
- Proven ability to serve as both the delivery and client relationship lead on high priority client engagements.
- Demonstrated ability to engage business to business partners at both the HR and c-suite level.
- Demonstrated ability to begin delivery of the Adaptive Leadership framework after CLA on-boarding.
- Demonstrated commitment to high quality customer service interactions and consistent quality outputs.
- Outstanding communication skills with proven abilities to effectively engage, educate, and listen with a wide range of audiences.
- Ability to function in an entrepreneurial, fast-paced environment.
- Proven written and oral communication skills.
- Capacity to handle multiple objectives and workflows.
- Facility with Microsoft applications: Excel, PowerPoint, Word, and Outlook.
- College degree in field(s) relevant to the firm's business.

#### **STRONGLY DESIRED EXPERIENCE:**

- Exposure and involvement with a professional services business development cycle.
- General business management skills.
- Hands-on CRM (Client Relationship Management) system experience.
- Graduate-level degree in pertinent field(s).

#### **COMPENSATION:**

Commensurate with experience, compensation will include a competitive base salary and an attractive annual bonus opportunity. CLA works in a collegial team environment, with great benefits and perks.