



Role profile

Job title	Head of Technical Advisory Services
Reporting to	Director, Practice

Role family	Management responsibility:
MCSS/Members/Practice	Does this role have management responsibility for others? Yes Strategic leader

Overall purpose of role

Lead the Technical Advisory Service (TAS).

To ensure that we have a reputation for quality and excellence by providing a first-class, multi-channel technical advisory, ethics and anti-money laundering helpline service. Our enquiries are resolved the first time, are of consistently high quality and we make it easy for our users to resolve their enquiries.

Create and lead a high performance team. Motivate, train and plan resource to deliver a streamlined and positive customer service experience across all channels in line with the department strategy. Use coaching to develop a growth mindset in the team.

Develop initiatives to support existing core skillsets within the team, and growth into new areas and in innovation in the use of self-service methods that help support our users.

Monitor changes in the technical, regulatory and external landscape to ensure ICAEW is properly placed to be relevant in its support of members.

Lead and manage delivery of changes required within the team in order to maintain high performance, relevant support and engagement.

Main responsibilities of role

Delivering a first class advisory service

- Lead the team to deliver the resolution of enquiries of members through multiple channels.
- Ensure quality standards in the team are maintained/ enhanced
- Be a role model in resolving enquiries; spending of time resolving enquiries (includes escalated enquiries).
- Make recommendations and implement improvements. Work with colleagues across ICAEW to do this.
- Take a leading role in the development of new initiatives that will support the changing needs of members and other users of our service.

Motivate, train and plan resource

- Actively support and lead by example in the cultural change in the organisation.

- Lead in the selection and development of the team. Develop a high performance team that is adaptable to change through a growth mind-set.
- Motivate the team to achieve targets and goals.
- Support and oversee senior professional consultant in planning, organising resource and in meeting operational goals

Monitoring and evaluation

- Monitor operational data and take corrective action to ensure the team achieves its operational targets
- Provide regular management and project status reporting to all relevant stakeholders
- Ensure that all data is protected in line with organisational policies

Projects and change

- Manage relationships with internal customers and stakeholders to understand and contribute to new ICAEW campaigns, operational plans and information relevant to enquirer needs and communicate this information promptly and effectively to the wider team.
- Manage and deliver project actions for area of specialism on time and on budget
- Occasional travel (usually to London) will be required as part of the role.
- Specific duties will vary from time to time in line with the business needs.

ICAEW values – all staff are expected to work to these values

The 3 i's – Initiative Insight and Integrity

The 3 i's are the values that drive our attitude and approach to working at ICAEW, along with our ways of working being agile, collaborative and innovative.

Initiative

- Actively collaborating to identify needs and look for innovative solutions.
- Bring together different groups and communities to work together.
- Empowering people to be agile, so they can take ownership and harness the collective efforts of ICAEW in a flexible and responsive way.

Insight

- Actively gathering insights to develop innovative and considered thought.
- Collaborating with our networks to voice different perspectives and insights internally and externally to stimulate discussion and debate.
- Being agile in finding new and timely ways to provide understanding and insight to our members, organisations and government

Integrity

- Acting with transparency, consistency and openness as Integrity underpins all activity we undertake.
- Standing by your principles to adhere to the highest professional standards even when facing adversity.
- Doing the right thing, even when no one is looking.

Essential skills

- Qualified accountant with good technical knowledge and recent experience of accounting, auditing, company law, Code of Ethics and money laundering regulations.

- Experience of managing senior professionals and/or a business critical service, ideally within a professional services environment.
- Good knowledge and awareness of public domain guidance produced by ICAEW. Experience with developing high performance teams
- Exceptional customer service skills and proven experience in resolving complaints
- Good IT skills, including Word, Excel, CRM and databases
- Excellent communication skills - both written and oral
- Experience in quality checking across multiple delivery channels
- Ability to use and interpret operational data to deliver insight

Desirable skills

- Experience with Microsoft Dynamics CRM
- Experience of developing engaging online content
- Experience in developing webchat/ livechat services including the use of chatbots and/or artificial intelligence tools
- Good understanding of ICAEW stakeholders and its products