



# Role profile

<b>Job title</b>	Professional Consultant	
<b>Role family</b>	<b>Management responsibility:</b>	
MCSS / Members / Practice and Advisory Services	Does this role have management responsibility for others? <b>No</b>	Manager/Specialist
<b>Overall purpose of role</b>		
To help ICAEW members to remain leaders of the accountancy and finance profession by offering them best practice advice, guidance and professional opinion on a wide range of technical, ethical and anti-money laundering issues.		
<b>Main responsibilities of role</b>		
<ul style="list-style-type: none"><li>• Understand, diagnose and provide comprehensive practical advice on a wide range of professional matters.</li><li>• Provide excellent customer service; resolving member enquiries from a variety of channels.</li><li>• Record enquiries on the member database.</li><li>• Maintain a thorough and up to date technical accounting knowledge.</li><li>• Develop and maintain relationships with specialists in other departments to share knowledge and to develop TAS.</li><li>• Contribute to team's understanding of members' needs and expectations, supporting colleagues in offering the best possible advice and guidance.</li><li>• Develop material to support members in a multi-media environment.</li><li>• Outreach – attending / presenting / supporting at member events</li><li>• Specific duties will vary from time to time in line with the business needs.</li></ul>		

## 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.

### **Candidate profile**

- Qualified accountant with good knowledge and practical experience of accounting, auditing and company law.
- Recent experience in training or in practice.
- Good knowledge and awareness of guidance produced by ICAEW.
- Commitment to providing excellent customer service via various communication channels including webchat and AI bots.
- Strong team player with an enthusiasm for change to meet evolving stakeholder needs
- Excellent written and verbal communication skills
- Ability to empathise with ICAEW members, offering practical/pragmatic advice/guidance/solutions.