Role profile

Job title  Professional Consultant

<table>
<thead>
<tr>
<th>Role family</th>
<th>Management responsibility:</th>
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<tbody>
<tr>
<td>MCSS / Members / Practice and Advisory Services</td>
<td>Does this role have management responsibility for others? No</td>
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<tr>
<td>Manager/Specialist</td>
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Overall purpose of role

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.

Main responsibilities of role

- Understand, diagnose and provide comprehensive practical advice on a wide range of professional matters.
- Provide excellent customer service; resolving member enquiries from a variety of channels.
- Record enquiries on the member database.
- Maintain a thorough and up to date technical accounting knowledge.
- Develop and maintain relationships with specialists in other departments to share knowledge and to develop TAS.
- Contribute to team’s understanding of members’ needs and expectations, supporting colleagues in offering the best possible advice and guidance.
- Develop material to support members in a multi-media environment.
- Outreach – attending / presenting / supporting at member events
- 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.

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.