Consulting careers
with Clarasys

[CLARASYS]

Our business is just as [***fresh***] and [***exciting***] as it was at the beginning, and we remain [***dynamic***] and [***pragmatic***].

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Who we are

A team that people want to work for and clients want to work with.

We have come a long way since we started in 2011, but fundamentally the Clarasys culture and core beliefs remain the same. Our business is just as [***fresh***] and [***exciting***] as it was at the beginning, and we remain [***dynamic***] and [***pragmatic***].

Our clients' customers are at the heart of everything we do and we always work at the pace a business demands. However, a few things have changed. We've grown a lot and moved a few times too.

Today we have over 130 consultants based in London and Boston working in a range of industries including financial services, the public sector, healthcare, professional services, the not for profit sector and information services.

Clarasys was built to be, and still is, agile from the ground up. We use our unique enterprise agile approach to quickly identify and unlock value, providing direction and clarity. It's a philosophy we like to share with clients to balance the quick wins with lasting transformation while we build capacity and self-sufficiency.

Ultimately, our ability to drive up customer retention and enhance customer experience and customer satisfaction are the reasons our clients choose us to help them succeed.

[Identify and unlock value]

AM A
WHITEBOARD
ENJOY
2
Measure carbon footprint
Turn off the a/c
No bloody
Rocket boo
Green proposition
Carbon off
Recruit some "green" experts
Donate it
"Green" upskilling
insulating the
= individual
= office
= client
= Claranys
Green team
Choose company for carbon footprint
What other things.

What we do

Change Management

When our clients vision, outcomes, and technology have been established - we're able to [***support***] with change management to make change stick.

Delivery Management

Whether our clients are at the beginning or part-way through their project or programme, we can take the lead on [***delivery***] management, engaging with all internal stakeholders and external partners.

Architecture and Technology

When our clients need a [***framework***] for change that addresses the relationship between your business architecture, technology and people, we ensure that your experience works well.

Lead to Cash

We apply our knowledge of systems, people, data and processes, to deliver end-to-end customer experiences that build sales. We give our clients a [***streamlined***] and targeted experience, from marketing and lead generation, through to conversion, processing and collection.

Analysis, Innovation and Design

At the outset - or if our clients need to rethink plans - we [***analyse***], innovate, and design how their experience should work, end-to-end.

Case study

The [*HM Prison & Probation Service*]

Our managed service offering allowed the department to [*access*] the right skills as the programme moved through different phases.

Challenge

A government department needed to [*deliver*] a large-scale Electronic Monitoring service to [*support*] multiple government agencies in their [*justice-related*] agendas.

With a multi-vendor programme underway and a large number of stakeholders, the programme required a [*structured*] approach to hit its objectives of replacing existing technology, introducing new capabilities and building a scalable platform to support future capabilities. Our managed service offering allowed the department to [*access*] the right skills as the programme moved through the different phases.

Solution

We provided a [*managed*] service to deliver two elements:

Design and process architecture:

- Deliver a redesign of to-be process architecture
- Work with suppliers to [*deliver*] the new service design
- Identify and [*solve*] technical and business problems.

Change management:

- Iterative development of a change strategy
- [*Creation*] and [*implementation*] of a nationwide communication and [*engagement*] plan for 10,000 + end users.

Benefits

Resources were easily flexed / reduced to meet changing [*demands*].

- A structured process architecture with fully documented current and future state processes
- Change management framework and approach
- Introduction of Agile principles to support the iterative development of the service
- [*Collaboration*] between internal stakeholder teams and external suppliers
- [*Prioritised*] backlog of stakeholder requirements for future delivery
- Stakeholder [*engagement*] and buy-in to the new service.

10,000+

Number of users for engagement plan

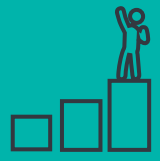
See media coverage of our work with HMPPS here:
https://www.bbc.co.uk/news/uk-56418004

[*Collaboration*]

between stakeholders & suppliers

What makes us different?

Clarasys wouldn't be the [***award-winning***] consultancy it is today without a great team. Here, we talk a lot. In fact, our office can get pretty noisy when our consultants share ideas and solve problems together. But that's the way we like it. We find this [***willingness***] to help one another ensures we never feel isolated or overwhelmed.



Internal work
When our consultants aren't with a client, they make a direct [***impact***] on the [***growth***] and development of our company. Working in internal teams we can [***contribute***] to our internal policies and processes. We have self-starter teams dedicated to improving capabilities including sustainability, change management and product management. Other teams put a spotlight on innovation, gender equity and DE&I. If you have an idea for how to improve our company, then we'll [***support***] you in making it happen.

Pro bono work
Charity work is an [***important***] part of who we are and what we represent. We have a company target of 1000 pro bono days each year to 'give back' and these days are spent working on projects and raising money for charity. We've worked with a range of not-for-profit organisations, from the RSPCA, to NSPCC and St John Ambulance to help them run more [***efficiently***].

Socials
We're a [***tight knit***] bunch even if we don't see each other as much as we'd like. We are often on-site with clients, so we stay in touch through weekly manager/coach meetings, company days, company birthdays and monthly socials. At these events we [***share***] ideas and experiences and have a good catch-up. We've been rock climbing, sailing, chocolate making, skiing and attended wellbeing classes. We've also been known to [***support***] our local bars and restaurants.

"I joined Clarasys straight after university, unsure what I wanted from my career or where I could have the most impact. I work in client-facing roles across everything from sharp start-up projects to multi-year transformation programmes for multinationals. Clarasys gives me the space, support, and trust to experiment, learn, and grow. That's led me into a leadership role within our internal team, focusing on how we run and scale as a business and creating the conditions for others to thrive.."

Will, Head of Operations

Case study

[*Northeast Arc*]

Challenge

Northeast Arc have been operating in many siloed programs rather than united as the large organization they are. Individuals were being treated as new customers each time they connected with a different program and were required to repeat their stories and go through a lengthy intake process. With no single view of the customer it is difficult to connect individuals to the appropriate programs, report accurate data, and have a full view of the impact Northeast Arc has in the community.

Solution

Clarasys interviewed program directors and other members of the charity to document and get a clear understanding of their current process. The team helped the organization become more customer-centric by recommending process improvement by customer type rather than program, and delivered a set of recommendations, including some completed quick wins and a full business case for the recommended change to their intake and referral process. Recommendation included implementation of a CRM as well as creation of a centralised intake team and process changes to support the new team.

Benefits

Clarasys:

- Allowed Northeast Arc to share information more easily between programs
- Provided a single point of entry for new individuals and families into the organisation
- Reduced duplication of work by minimising number of intakes per individual and family
- Enabled better connection between individuals and families to multiple programs at one time.

Your first six months [*team building*]

This isn't a sink or swim kind of place. We like to invest in our early career joiners and equip them with all the tools they need to be successful.

On day one, we hold a welcome breakfast for our new joiners. In the early days, there is also a lunch with the directors. We're incredibly proud of our buddy system which assigns an existing member of the team to each recruit to show them the ropes and answer any questions. You can also expect team-building away days, meetings with coaches, six weeks of classroom-based learning and a further six weeks on a pro bono project. Of course, there will be a few Clarasys socials along the way so we can get to know each other a little better. At the end of all this, our new joiners are ready to start work on their first client project.

Six weeks of **classroom -based learning**

Six week **pro bono project**

Organising and attending **Clarasys social**

End of pro bono **celebratory drinks**

Start of **first client project**

"I joined Clarasys in February 2024. The first six weeks were great for developing my core consulting skills and hearing about real projects directly from those delivering them. For me, the highlight was the pro-bono engagement at the end of the onboarding; it was the perfect opportunity to put everything I had learnt into practice and make an actual [***difference***] in the real world. It gave me a great foundation to grow and the confidence to get stuck into all the different [***opportunities***] available here from day one."

Ben, Consultant (and former AC)

"I joined Clarasys in August 2019. I was really [***impressed***] by the depth of our six week training - not only did it involve classroom training for core consulting skills, but it also included client visits for us to see what work would really be like. By the end of it I felt ready and excited to jump right into our probono project, which was an excellent way to tie up all the things we had learnt in training and put those [***skills***] into practice."

Chloe, Senior Consultant (and former AC)

Want to read more about what your first year might look like? Read Olivia Birch's blog here.

Developing and supporting you

[*interactive*]

We take pride in supporting our colleagues and helping them grow. We provide the support and the tools required to develop as a consultant.

All our people have access to:

Support for professional certifications
We provide [***financial support***] for qualifications such as Salesforce Admin Certification.

Mental-Health & Well-being team
We have a team in place to ensure that our employees are [***consistently***] being listened to and getting the support they need, both internally and externally. With a variety of initiatives in place, including mindfulness sessions, we strive to create a [***safe***] and supportive environment at Clarasys.

Buddy guidance
We offer the [***opportunity***] to speak informally and openly to an assigned buddy regarding any issues or questions.

Weekly manager coaching sessions
We [***help***] our people to set personal and career objectives and offer [***guidance***] to aid progress. This includes identifying projects and learning experiences that will help our people to [***achieve***] their [***goals***].

Informal training
Our training calendar is delivered by our [***best***] internal experts and selected external providers. Our classroom offers training in an interactive space for consultants to learn and practice skills. These are supported by weekly Manager 1-2-1s and [***nurturing***] external project environments. Core training modules are enhanced by bite-sized courses that are easily attended around project commitments.

"Peer to peer coaching is utilised at Clarasys to [***support***] you and ensure you have the right tools and advice to better define that [***vision***]. In my opinion, coaching has made a huge impact on my professional and personal journey so far and I expect it will continue to do so."

Ben, Managing Consultant

"I joined Clarasys because there's a strong emphasis on [***development***] and growing. It's also a place which gives you a lot of responsibility and ownership straight away. The diversity and inclusion community at Clarasys focuses on ensuring that as we grow, we continue to be inclusive and have a diverse workforce"

Nicole, Managing Consultant

[*opportunity*]
to speak informally

What were looking for

[*perspectives*]

Here at Clarasys, we look for individuals with a [*diverse skill set*] supported by a strong academic background and a degree in any subject. We believe this combination will provide a sound foundation.

We're also looking for people who can think on their feet and see issues from multiple perspectives. They will have an analytical, problem-solving mind, an ability to build strong relationships, and an eagerness to learn and take on responsibility. If you've ticked these boxes, then you sound like the kind of person we need on our team.

- **Problem solving** You must enjoy the challenge of taking on a problem and the responsibility for solving it.
- **Teamwork** You'll need to be able to demonstrate strong team behaviours while having the ability to work independently when required.
- **Willingness to learn** We'll expect you to be proactive in your approach to learning new skills and be able to quickly grasp new concepts.
- **Communication** You must have strong communication skills, and be able to clearly and confidently present your thoughts and ideas.

Rewarding commitments

We understand that salary and benefits are important factors when considering new job opportunities, that's why we [***recognise***] our early career joiners' hard work and ensure they're rewarded generously.

Here's what you can expect from us:

- Competitive salary
- Peer reward scheme
- 25 days annual leave plus bank holidays
- Referral bonus
- Annual leave buy back scheme
- Company laptop
- Company mobile phone allowance
- Healthcare
- Life Insurance
- CSM and CSPO certification
- Career coach
- Defined contribution pension scheme

Our 2030 vision

To become the [***go-to organisation***] when enterprise clients reach out for help with customer experience and lifecycle.

To be at the centre of a partner ecosystem which imparts an [***end to end service***] to clients, enabling them to offer their customers a [***swifter***] and more [***enriched***] service.

To [***inspire***] and [***deliver***] the best possible results for our customers and people in the most [***efficient***] way; [***balancing***] cost, quality and return.

To be a global, [***independent***], employee-owned business with a [***social conscience***], making a difference not just to private and public sector organisations, but also maintaining, and being [***recognised***] for, our pro bono work within the charity sector.

“We make a lasting difference to the way people work, live and grow.”

Joining us

If Clarasys sounds like a company you would like to be a part of, [***apply***] now!

Our recruitment process involves a psychometric test, initial screening, phone interview and assessment centre. More information about Clarasys can also be found at:

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