
Professional Services Consultant (Canberra, ACT)

Who we are –

KINSHIP digital is a public sector-specialised digital services provider that empowers citizen-centric organisations. We emphasise unlocking the power of data to future-proof next-gen citizen services.

Our mission is to deliver best-in-class digital services and support by leveraging our expertise, market-leading technology, and a deep understanding of the unique challenges within the public sector.

Our team values – *do these align with you?*

- Trust
- Partnership
- Passion
- Recognise and reward

Job Summary –

KINSHIP digital is looking for a highly professional and confident individual to join our ever-expanding client delivery team.

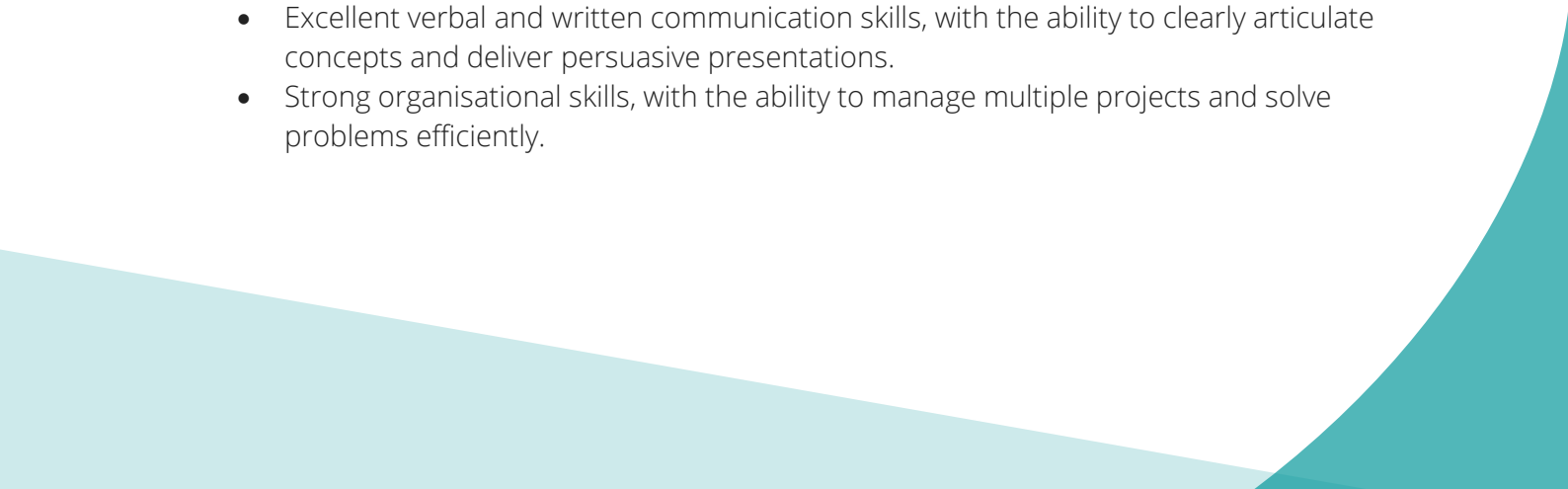
You are pragmatic and results focused and act calmly and mindfully under pressure. You will be comfortable working both autonomously and as part of a team, facilitating others to ensure we are delivering to our valued client.

Day-to-day activities include but are not limited to:

- Fulfil daily client requests related to their technology and data solutions.
- Identify gaps and opportunities within our clients' workflows, delivering impactful results through our services.
- Understand clients' business use cases and provide tailored solutions to meet their needs.
- Serve as a trusted advisor, providing ongoing support, guidance, and insights to drive client success.
- Ensure clients are well-informed about their technology solutions, system enhancements, and best practices in data management.

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- Collaborate with the Customer Success team to provide insights into client health and foster growth within existing accounts.
 - Engage directly with clients to understand their data needs, preferences, and expectations, building strong rapport and trust.
 - Conduct client-facing meetings, presentations, and workshops to discuss project progress, gather feedback, and align on next steps.
 - Collaborate closely with clients to co-create project plans, timelines, and deliverables, ensuring alignment with their strategic objectives.
 - Lead workshops and training sessions to demonstrate product features, explore new use case opportunities, gather requirements, and facilitate user adoption.
 - Actively listen to client feedback and proactively identify opportunities to enhance the client experience and exceed expectations.
 - Prepare and deliver compelling presentations, reports, and proposals that showcase project deliverables, highlight value, and secure ongoing client relationships.
 - Develop and manage dashboards, ensuring clients have clear visibility into data insights that drive decision-making.
 - Utilise Boolean logic and other programming languages to refine data queries and ensure accurate data retrieval.

What you bring to the team?

- 2+ years of experience in a client-facing role delivering technology and data solutions (highly desirable).
 - Demonstrated experience in data insights, dashboard development, and data management, with a strategic mindset to align technology with broader objectives.
 - Familiarity with programming languages (e.g., Boolean logic) for data queries and information retrieval.
 - A passion and interest in global affairs, geopolitics, and current events, with an understanding of how these factors influence data and information needs.
 - A customer-centric approach, with a natural ability to understand and prioritise client needs.
 - Strong collaboration skills, excelling in both internal teamwork and client interactions.
 - A proactive and solution-oriented mindset, with self-awareness and resilience in fast-paced environments.
 - Excellent verbal and written communication skills, with the ability to clearly articulate concepts and deliver persuasive presentations.
 - Strong organisational skills, with the ability to manage multiple projects and solve problems efficiently.
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- Experience with social media platforms, data analysis tools, and third-party technology systems is preferred.