

## Job Title: Principal Consultant & Team Lead

### Who we are and what we offer.

Pinnacle is a trusted guide and expert partner of the world's leading law firms. We help our clients get the most from their critical business applications and the data these applications hold. We also have long-standing partnerships with both Elite Technology (formerly Thomson Reuters Elite), Intapp, NetDocs and iManage. We work alongside them to develop products and implement systems that give our clients the maximum value, opportunity, and advantage. Our focus is on the legal sector and the specific technologies that law firms depend on. We also provide Managed Services that enable our clients to continue to maximise the value of their business systems and data.

As a leading global consultancy, we deliver projects and services to the largest law firms both in the UK and internationally. We have operations in the UK, US, and Europe. We are experiencing rapid growth so are looking for new talent in several areas of our business.

### Your Role

Pinnacle are looking for an experienced individual to become our Principal Application Consultant and Team Lead in the U.S. with a primary focus on the Elite 3E financial and practice management system. This role will be pivotal in our U.S. growth strategy and will be instrumental in helping to build and mentor our expanding team.

The role will build strong relationships with key individuals and teams across Pinnacle, our partners, and our clients. You will lead a team of consultants promoting their development and business contribution. Additionally, you'll represent Pinnacle at seminars and webinars and be able to participate in sales and marketing activities.

### Your responsibilities will include but not be limited to:

- ▲ Build and lead a team of Application Consultants focused on excellent client delivery and commercial success.
- ▲ As a Principal Consultant, generate income through leading services that fulfill client requirements, enhance user experience, support project goals, streamline processes, and add value to their system implementation.
- ▲ Develop detailed client proposals that promote our exceptional services.
- ▲ Plan and manage project activity and resources to maximise commercial return, ensuring focus on service quality and minimising non-billable time.
- ▲ Foster team development by communicating goals, encouraging continuous knowledge and performance improvement, and providing routine feedback.
- ▲ Maintains effective control, leadership, and responsibility of project objectives and scope ensuring client's expectations and budget are met, and any changes are documented and communicated promptly with clients.

- ▲ Creates and delivers presentations for clients, webinars, and conferences.
- ▲ Establish strong client relationships with the aim of obtaining excellent client references/referrals and gaining new opportunities.
- ▲ Provide point of contact for project escalations; assess and manage project risks.
- ▲ Ensure timely completion of monthly reporting to senior leadership including team performance and utilization, project status, and budget and revenue forecasts.

### Is this you?

Rather than a definite Pinnacle 'type', we are looking for someone who is a winning blend of all the talents. So, we are never overly prescriptive in what we ask for. This is a key senior role in a high-profile ambitious organisation which has grown rapidly over the last 3 years.

### Skills and experience we are looking for:

- ▲ Degree in Accounting, Finance, or another related field
- ▲ At least 7 years of experience of progressive growth in the legal accounting or financial software implementation
- ▲ International law firm software implementation experience
- ▲ At least 2 years of experience supervising billable consultants or accounting staff.
- ▲ A commercial thinker with the ability to generate work for themselves but also for Pinnacle at large,
- ▲ Experience with project management, software development lifecycles, and integration needs
- ▲ Solid problem-solving skills, and a logical approach to challenges
- ▲ Ability to work remotely with periodic travel.
- ▲ Active listener with the ability to communicate effectively with people of diverse disciplines and at various levels of an internal or external organization.

### What we offer

We offer career opportunities and attractive packages (competitive salaries, benefits & incentives). We have a strong professional culture in which we value the hard work required to achieve high levels of client satisfaction. In short, we encourage ambition and reward success. Excellent training and support provided and a great opportunity to develop technical skills.

The role will be based in the United States and International travel will be required.

### The next steps

Please email your CV to [helen.mcconnon@pinnacle-oa.com](mailto:helen.mcconnon@pinnacle-oa.com) with a note of introduction that will persuade us to invite you in for a chat.