



ORGANISATION DESIGN SENIOR MANAGER

RECRUITMENT PACK

Thank you for your interest in the Organisation Design Senior Manager role at Kanso.

This pack is designed to help you understand both the role and what it's like to be part of our team. Inside, you'll find:

- An introduction to Kanso Design and the opportunity
- Details of the role and responsibilities
- The qualities and experience we're looking for
- What we offer – rewards, benefits, and how we work
- How to apply

You can also explore more about us at www.kansodesign.org.

If you'd like an informal conversation about the role, or have any questions before applying, please get in touch at jointheteam@kansodesign.org.

We look forward to connecting with you.

The Kanso Team

THE OPPORTUNITY

ABOUT KANSO DESIGN

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Let's design organisations that work better.

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Our purpose is simple: to help our clients achieve their ambitions through clear, effective organisation design.

We focus on what matters most – aligning structures, roles, and ways of working – so leaders can move forward with clarity and confidence.

We work in close partnership with our clients, co-creating solutions that are practical, sustainable, and designed to build lasting capability.

From enterprise-wide change to redesigning a single function or team, we bring a flexible, expert approach that adapts to the context and scale of each organisation.

Since launching in 2019, we've grown into a trusted, boutique consultancy, working with organisations of all sizes and sectors – public and private – and delivering meaningful impact for a range of recognised clients.

OUR TEAM

- Kanso is built on trusted partnerships – with our clients and within our team.
- We are experienced practitioners who combine expertise with curiosity.
- We care deeply about the client experience and are committed to making organisation design clear, accessible, and relevant.
- We value collaboration, integrity, and the confidence to engage with complex challenges and deliver positive outcomes.
- We look for people who are energised by learning, open to new perspectives, and have a passion for enabling others to shape their organisation.

OUR AMBITION

Over the next two to three years, we aim to grow with intention – expanding our reach while maintaining the quality, trust, and partnership our clients value.

We want to serve a wider range of organisations, in more contexts, without compromising the clarity, focus, and co-creation that define our work.

That means strengthening our capability – welcoming both experienced professionals and early-career consultants who share our curiosity and commitment to organisation design.

By building a larger, more diverse team, we can deliver a stronger pipeline of engagements, with practitioners moving seamlessly from one project to the next – bringing depth, continuity, and confidence to every client relationship.



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THE OPPORTUNITY

Our growth plans include the addition of a permanent Organisation Design Senior Manager, to help us:

- Increase our capacity to lead client engagements that deliver high satisfaction and lasting value.
- Deepen our expertise across sectors and disciplines.
- Support the profitable and sustainable growth of the business.
- Contribute to the continued development of Kanso itself.

As a key partner in our growth journey, the Design Lead will play a central role in both cultivating new client opportunities and delivering high-quality engagements. The role calls for significant OD experience, applied with confidence and collaboration as part of one connected Kanso team. The position reports directly to a Kanso Partner.

THE ROLE

ROLE PURPOSE

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As a key partner in Kanso's growth journey, the Organisation Design Senior Manager will play a dual role: shaping new client opportunities and delivering impactful client engagements.

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The role centres on three areas of contribution:

Client Delivery

- Lead the design and delivery of high-quality organisation design solutions that create meaningful client outcomes, exceed expectations, and strengthen long-term relationships.

Business Development

- Actively identify, shape, and develop new client opportunities.
- Work in partnership with a Kanso Partner to progress and secure opportunities that contribute to sustainable business growth.

Internal Development

- Contribute to the growth of Kanso itself through learning, innovation, and thought leadership.
- Take the lead on initiatives that evolve our methods, strengthen our community, and mature the business.

ACCOUNTABILITIES

Client Delivery

- **Develop design solutions:** Apply expertise to create high-quality organisation design solutions in close partnership with clients, on complex operating model and organisation design projects. Engagements may range from redesigning major functions or large business units to shaping smaller enterprises.
- **Deliver projects successfully:** Plan and manage small-to-medium engagements, ensuring outputs are delivered on time, to a high standard, and within scope. Proactively identify and manage risks and issues throughout.
- **Build client relationships:** Guide and support stakeholders – up to senior management and executive level – ensuring alignment, satisfaction, and positive client experiences. Provide coaching on OD and change leadership, while constructively influencing decision-making.
- **Lead engagement teams:** Provide positive leadership and create an engaging environment for both Kanso and client teams. Coach and enable collaboration to deliver high-quality outcomes, while managing end-to-end people processes for the engagement.
- **Foster learning and innovation:** Identify opportunities during engagements to build OD knowledge and skills for both Kanso and clients. Leverage client experiences to inform and evolve Kanso's methods and practices.



Business Development

- **Represent the Kanso brand:** Build and maintain lasting, value-adding relationships with senior and influential stakeholders, representing who we are and how we work.
- **Cultivate opportunities:** Actively nurture relationships with existing and new contacts, raising awareness of Kanso and identifying opportunities for future client partnerships.
- **Expand our reach:** Work with Kanso's Partners and Directors to develop proposals and influence prospective clients, supporting the growth of profitable engagements that meet client needs and align with Kanso's strategy.

Internal Development

- **Support the team:** Mentor Kanso colleagues to enable their professional growth; this may include line management. Contribute positively to the Kanso Circle.
- **Advance our practice:** Research, lead, and contribute to the evolution of Kanso's organisation design methods and thought leadership.
- **Shape our business:** Contribute to, or lead, internal initiatives that mature Kanso's operations and strengthen our services and propositions.



MEASURES OF SUCCESS

Client Delivery

- Engagements delivered successfully – on time, on budget, and to a high standard.
- Positive client feedback and repeat business.
- Positive feedback from Kanso and client teams on the quality of leadership.
- Retention of team members for scope extensions or new opportunities.
- Revenue and margin delivered in line with expectations.
- Strong personal utilisation through client delivery.

Business Development

- New opportunities identified and converted.
- Proposals accepted by clients.
- Retention and growth of client relationships to maximise lifetime value.

Internal Development

- Contribution to the development of the team and culture.
- Contribution to innovation and learning, including evolution of the Kanso Approach, points of view, and thought leadership.
- Contribution to Kanso's development objectives and initiatives.
- Consistently working in line with Kanso's values and operating practices.

CANDIDATE PROFILE

EXPERIENCE

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We're looking for someone with a strong track record in leading and delivering organisation design and transformational change, and the confidence to work with senior leaders across contexts and sectors.

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Essential experience

- A strong track record of leading and delivering operating model design, organisation design, and transformational change.
- Delivery experience across the full organisation design lifecycle, including complex/large-scale interventions (e.g. major functions, large business units, or small enterprises).
- Proven ability to plan and manage significant projects or change programmes, as well as smaller engagements.
- Design experience across key business functions (e.g. Commercial, Operations, Marketing, Digital, Technology, HR, Finance), with depth in at least one area.
- Experience leading and developing small consulting and/or client teams.
- Ability to build and sustain strong senior management and executive-level relationships.
- A developed network of senior business leaders and OD professionals.
- Experience identifying OD opportunities, and scoping, estimating, selling, and contracting small-to-medium OD projects.
- Breadth across industry sectors, with specialism in one or more.
- Consulting and/or contracting experience, bringing an outside-in perspective.

Advantageous

- Experience in 'specialist OD' areas such as governance models, job architectures, or digital product organisation design.
- Experience developing and pitching proposals to senior stakeholders, including in a sales context.
- Experience in large consulting firms; exposure to multiple contracting types; or holding senior internal roles (e.g. Senior Manager level).
- Early-career roles that contribute additional depth and perspective.
- Relevant higher or further-level academic or industry qualifications.



COMPETENCIES

Organisation Design Expertise

- Deep knowledge of organisation design methodology, with the ability to apply a wide range of OD tools to diverse client needs.

Client and Stakeholder Leadership

- Builds and sustains strong relationships, including at senior levels.
- Skilled in stakeholder management and influence.
- Experienced in account management and client development.

Delivery and Project Leadership

- Proficient in project, programme, and change management.
- Capable of scoping, planning, and estimating OD projects.
- Ensures delivery of high-quality written outputs (own and reviewing others').
- Selects, leads, and develops others to deliver effectively and learn in the process.

Analysis and Insight

- Strong research, critical thinking, and problem-solving skills.
- Confident in using data and evidence to shape design decisions.

Communication and Tools

- Skilled in clear, compelling written and visual communication.
- Excel and PowerPoint

VALUES & BEHAVIOURS

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We look for people whose personal values and ways of working align with how we work at Kanso.

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Personal & Interpersonal

- Acting with integrity, authenticity, and respect; confident and self-assured without arrogance.
- Personable and approachable, building strong rapport; collaborative and team-oriented.

Energy & Adaptability

- Passionate and resilient, able to adapt to changing circumstances; comfortable in a start-up environment;
- Hands-on and pragmatic, willing to get involved at all levels.

Solution-Oriented & Learning Focus

- Client-focused and outcome-driven, with a clear view of value.
- Inquisitive, with a design and systems mindset.
- Critical thinking and problem-solving; detail-oriented.
- Innovative; committed to learning, development, and continuous improvement.



WHAT WE OFFER

DELIVERING ON YOUR ASPIRATIONS

Shared values

- We are clear on what we value and use this to guide our decisions and actions.

Impactful work

- Our clients bring us in to deliver organisation design projects that are interesting, challenging, and value-adding.

Autonomy with collaboration

- This role offers scope to lead and operate independently, while working closely with the rest of the Kanso team.
- Collaboration is core to who we are, sharing knowledge, ideas, experiences, and learning to achieve better outcomes for clients and better development for our people.

A dynamic, growing business

- Kanso is still in its youth, offering significant scope to lead, influence, and shape our journey.

Flexibility and balance

- We believe in protecting a healthy work/life balance. We deliver great performance through dedication and hard work, while supporting flexibility.

Opportunities to deepen expertise

- While we cannot guarantee sector-specific work, this role will help shape our focus, and the areas where we build our presence and expertise.



REWARDS & BENEFITS

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Our remuneration package is designed to reward good performance well, with significant opportunity to increase earnings through strong results.

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Salary, Bonuses & Benefits

- £95,000 – £110,000 per annum
- Business development bonus – based on contribution to successful client sales, calculated as a percentage of engagement profit (no upper limit).
- Delivery bonus – discretionary, based on personal and company performance (up to 15% of base salary).
- 28 days' holiday, plus UK public holidays, with the option to buy additional days.
- Pension – 5% employer contribution.
- Private healthcare provision.

Home Working

- Home-based anywhere in the UK, with occasional travel (predominantly London) for client work and Kanso meetings.
- Provision of technology and home office equipment, as needed, to enable safe and effective home working.

Professional Network & Development

- Support for professional development that benefits you and our business.
- Membership of our practitioner community (the 'Kanso Circle') – with regular learning and social events.

HOW TO APPLY

- Please send your CV and a completed application form (*included with this pack and available on our website*)
- Send your application to jointheteam@kansodesign.org.
- Email title format: [Job title] – [Your name]
- Example: *Organisation Design Senior Manager – Jo Mercer*

Interview process

1. Virtual interview (via MS Teams)
2. Face-to-face interview (London)

We look forward to hearing from you.

The Kanso Team

