



Job Analysis

Implementation Consultant

£Competitive Package and Excellent Prospects

Performance Accelerator – is a subscription-based software application delivered via the web that enables our customers to actively manage their business goals and plans with better decision making, improved outcomes, better inspection results and better service delivery.

We are looking for an **Implementation Consultant** to work within the senior management teams of our customers to successfully implement Performance Accelerator solutions by delivering agreed success criteria and benefits. To provide a responsive and high quality support service to existing customers; ensuring they continue to gain the expected benefits of using PA and increase the usage of the system.

The successful candidate will:

- Need to analyse and understand customer's governance, performance and reporting requirements, and subsequently documenting scope and solution design.
- You will advise and influence the customer on how best to apply Performance Accelerator to deliver the desired results and document the proposed processes.
- Undertake a lead role in the delivery of a Performance Accelerator project, both technically and project Management focused, adopting overall responsibility for the project and solution.
- Produce key project documentation such as Project Charter, Customer Requirements, Solution Design and process overviews.
- Ongoing awareness and reporting of implementation issues and risks, managing the issues and risks, or reporting them to DC Project Sponsor and/or Customer Project manager where applicable.
- Understand and deliver your responsibilities and tasks as outlined in the quickstep implementation approach.
- Advise the customer on the quickstep implementation approach and ensure that the customer knows what their responsibilities and tasks are.
- Ensure knowledge transfer to customer to ensure a high degree of self sufficiency after the project is complete. Ensure the customer understands the concepts as well as the mechanics of the solution.
- Software configuration.
- Gain appropriate Sign off of key deliverables (e.g. Project charter, solution design/prototype, report pack + other deliverables as appropriate).
- Ensure all major deliverables have had an internal peer review to ensure quality delivery. Make yourself available to other consultants for peer review purposes.
- Document and where appropriate walk through all data load and configuration briefs with other members of the DC team. Take responsibility for the quality assurance of tasks undertaken by other team members.
- Deliver high quality and structured end user and administrator training courses and one to one sessions.

- Capture, share and apply lessons learned from projects (post implementation reviews) and apply them to improve the quality and success of future implementations.
- Capture and provide constructive feedback on areas for improvement in the business or the product or new business opportunities (i.e. new product opportunities).
- Account Management: Provide expertise and support to customers to ensure that they continue to get the best out of PA.
- Post implementation support – Problem Management – ensuring customer problems are dealt with quickly and effectively.
- Pre-sales support: Assist the DC Sales and Marketing team with the production of product demonstrations, presentations, estimates and solutions to support the sales process.

You will also be responsible for:

- Completing commercial actions promptly and escalate any issues that might have commercial implications for the company to a Director.
- Initiate invoice requests for subscriptions at the defined stage (after GS or Planning meeting).
- Identification of user numbers and other contractual parameters.
- Obtain customer contract.
- Assist with bad debt issues as required.
- Gather and provide leads to sales/marketing.
- Update corporate systems with appropriate information e.g.
- Customer contact information (SalesForce)
- Project charters (SharePoint)
- Project documentation files (local)
- Monthly project status reports (performance accelerator)
- Service requests (SharePoint)
- Timesheets
- HR forms (SharePoint)
- Training feedback
- Lead or contribute to internal development projects e.g. Template development, improvement projects Flexibility with project location, acknowledging the IT industry expectation on the requirement to travel, both within the UK and potentially abroad.
- Keep up to date in market developments in the vertical markets that you work in.

HOW TO APPLY

If you've got the right skills and commitment to join our growing company in this Innovative position, please send your CV with a covering letter (detailing current Salary and package) to hr@dynamicchange.com