



Job Analysis

Performance Accelerator Support Consultant

£Competitive Salary – Excellent Prospects

Based on customer sites you will be supporting the customers own project team by delivering application support for the Performance Accelerator software. You will support the Project Manager with software administration, user training and configuration tasks as well as capturing development requirements and customer feedback. You will help the customer project team with communication plans, developing reports, embedding the system by providing guidance in the development of robust business processes designed to deliver maximum value using Performance Accelerator. Must be prepared to undertake travel and work at (multiple) customer locations. This role may require short periods of work away from home.

All successful candidates will receive extensive Performance Accelerator training.

Goals/Objectives of Position

- Based on a customer site the Performance Accelerator Support Consultant works within the host organisation to help embed or simply support the ongoing use of Performance Accelerator.
- Work with internal Project Team to maintain roll-out momentum with a view to complete the project objectives.
- Work with all users to support the status update process in order to underpin high quality and informative reports to defined reporting timetable.
- Undertake the systems administrations and support tasks on an ongoing basis and/or train internal staff to take ownership of the role moving forward.
- Ensure a robust and effective communication matrix is established with all key stakeholders – Host Project Team, Dynamic Change Management and Support Services.
- Explore opportunities for growth of Performance Accelerator (PA) software within the organization.
- Provide training courses for all levels of users in every area of Performance Accelerator.
- Communication and delivery of content applications and enhancements to Performance Accelerator

Education/Experience Required

- Experience with application software implementation or support.
- Involvement in implementation of business application software in commercial or public sector organisation.
- Experience of dealing with senior people (actively working with Senior Managers and Directors to make things happen).
- Ability to understand customer requirements
- Experience of end user training
- Giving presentations to senior managers and directors
- Commercial awareness – understanding and responding to the organisations commercial requirements

Knowledge/Skills Required

- Excellent communication and presentation skills.
- Ability to write clear and concise reports.
- Able to present clear briefing documents for internal staff.
- Good business appreciation.
- Interviewing skills – gathering requirements and business issues
- Clear correspondence, emails, letters etc.
- Able to verbally explain complex scenarios and solutions
- Good listener.
- Competent with usage of MS Office, MS Project, Internet.
- Must have full UK driving license.

HOW TO APPLY

If you've got the right skills and are driven and enthusiastic and feel that you could make some great contributions to our growing company in this, please do send your CV with a covering letter (detailing current Salary and package) to hr@dynamicchange.com