

Job Specification

Job Title:	Implementation Consultant
Reports To:	Client Services Manager
Direct Reports	None
Main Contacts:	External: project team, users and user managers within client organisations Internal: Project Manager, Implementation Consultants, Development Team Leader, Technical Consultant, and Business Analyst

Overall Responsibility

Undertake all hands-on tasks associated with the implementation of WorkPlace solution for the client in line with the scope of works. Understand customer's requirements, document configuration parameters for the client solution. Configure the software in the client's environment. Import and validate the required customer data, Set up and test client solution. Prepare and deliver user training and prepare documentation. Where requested, coordinate the activities of Workplace and the customer necessary to achieve a successful implementation.

Key Activities

- Gain an in-depth understanding of client requirements and the implications and business benefits that result from implementing the WorkPlace solution.
- Work with the Business Analysts to advise on capabilities of the software and to meet customer requirements.
- Work in accordance with WorkPlace Implementation Methodology, and act as the lead for implementation activities / coordination where requested to do so.
- Configure WorkPlace solutions in accordance with the scope set out in the statement of works and in line with the agreed specification of client requirements
- Configure and build the client software solution using the feature set of the product by configuration and parameter setting.
- Understand bespoke developments produced for the customer by review of the relevant Change Request and Functional Change Specification (FCS) documentation and by attending Sprint Reviews during the development cycle as necessary.
- Implement the bespoke features in line with internal guidelines and produce corresponding user documentation.
- Import and validate customer data to build the solution for use by the customer.

- Prepare test environment and carry out Consultancy Acceptance Tests (CAT) in line with the test scenarios set out, including testing of any bespoke elements of software.
- Respond to customer queries during their test and proving cycles.
- Replicate, analyse and diagnose any issues reported by the customer. Resolve directly or by reference to development. Provide feedback and resolution summaries for all issues.
- Maintain issue status on the Customer Relationship Management (CRM) system internally.
- Assist Customer to plan and execute User Acceptance Testing (UAT)
- Produce user and training documentation.
- Deliver client user training.
- Attend customer site to provide assistance and advice in early days of use.
- Use persuasion and influencing skills to participate in change management within the client organisation and user acceptance.
- Achieve and maintain deep familiarity with WorkPlace software solutions – including application architecture, database schema, development tools and native language.
- Remain current with the growing capabilities of the software.
- Develop strong relationships with the client at all levels, with a particular focus on users and user managers.
- Work with Project Team to maximise client satisfaction and project success.

Person Specification

- Familiarity with the software development and configuration lifecycle.
- Good team skills, able to work with project managers and implementation consultants to achieve successful solutions and client references.
- Good verbal communication and relationship building skills, able to build strong, open and honest client relationships.
- Good written communication skills producing clear and concise documentation.
- High work standards, able to exceed client expectations.
- Educated to degree standard in a business, computing or other analytical subject.
- Familiarity with labour scheduling processes in retail, hospitality, public services, transport sectors a strong advantage.
- Familiarity with web technologies and SQL Server and Reporting Services an advantage.
- Organisation, coordination and time management skills.
- Positive, energetic, motivated, tenacious with high standards of customer service.

Location and Travel

Must be based within one hour's commuting distance of Milton Keynes office.