



Applications & Training Consultant

Public Sector, Idox Software
Home/Field based

About the role

Idox is seeking to appoint an enthusiastic and self-motivated Consultant within its Public Sector Software Division. This customer-facing role is field based, focusing on the delivery of application, business and training consultancy services to support the implementation of IDOX software solutions for customers across the UK.

We are looking for a versatile all-rounder to provide advice, consultancy and training services to clients as part of project implementations and on-going development of the use of the company's software. The role is ideal for someone who has worked on software solutions for Local Government with a mixed background which includes working on change projects, coaching and training and advising others. Experience working with solutions for Environmental Health, Licensing or Planning would be particularly welcome.

Key Responsibilities:

- Take ownership of assigned tasks and see them through to successful completion
- Develop and maintain up-to-date detailed knowledge of the company's products in accordance with a personal development plan
- Liaise closely with customers to ensure the company's software and services are set up and used as effectively as possible
- Plan and organise the delivery of allocated work packages to meet time and quality targets, according to agreed procedures
- Be alert for potential business process, quality or efficiency improvement
- Keep Project Managers informed of progress and successful service completion
- Ensuring that delivery and customer issues are captured and escalated appropriately, in good time
- See that project and delivery completion documents are signed and returned promptly
- Knowledge transfer: compile and maintain required consultancy, training and project documentation
- Give and receive cross-training as required to ensure the team's skills match service demand
- Provide support and maintenance services to customers in collaboration with other groups within the company
- Liaise with Product Management and other areas of the business as required to support software enhancements and assist with their successful deployment
- Carry out any other activities as and when required.

To be successful, you'll need:

- Previous experience delivering software application and business consultancy services and training to either internal or external customers
- The ability to learn new software functionality quickly
- To develop and maintain effective business relationships, and quickly gain the respect of customers
- Technical attributes including:
 - Detailed knowledge of at least one Idox software product (e.g. Uniform, Acolaid, Lalpac, Strand, Idox Document Management System) or demonstrable equivalent experience with a competitor's software product (Essential)
 - IT literate with good working knowledge of MS Office applications such as MS Word and MS Powerpoint (Essential)
 - (Useful) Recognisable consultancy or training accreditation or experience, knowledge of Idox Enterprise, experience of data mapping between systems, preparation of system audits and business process mapping.
 - Confidence in conducting a training needs analysis for customers.

Additional desirable qualities:

As a Consultant, you'll need to be able to prioritise your personal workload effectively and to prepare for, and manage the delivery of tasks to time, agreed scope and budget. This includes being able to work effectively from home, at a customer site or in an Idox office, unsupervised. The qualities of a client-facing consultant include:

- Excellent communication skills:-
 - able to explain concepts and techniques clearly
 - diplomatic, polite, patient and positive, with the ability to lead and educate groups or individuals in both structured learning and less formal interactions
 - ability to listen, understand and present clear solutions to problems at a level appropriate to the customer's knowledge and experience, in writing, in person and over the phone
- Flexibility and adaptability - able to respond to challenging demands and take on additional responsibilities as required
- Confidence in dealing with challenging situations and the ability to work under pressure.

About idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.700 staff located in the UK, the USA, Canada, Europe, India and Australia.

Idox has many offices across the Country and therefore travel will be required.

The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

How to apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to Join.Us@idoxgroup.com.

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>