

Applications Consultant

Idox Professional Services – Consultancy & Training team

Land, Property & Public Protection

UK, home based with occasional travel

About the role

This is an excellent opportunity to join our Consultancy and Training team as an **Applications Consultant**, responsible for implementing software solutions for our local government clients.

You'll be joining a team of experienced and enthusiastic consultants, providing your knowledge of local government processes and Idox software solutions to work with clients throughout the implementation process. The role includes providing guidance on best practise, training on how to use our products and configuring the software in conjunction with the customer to meet their statutory obligations while making the best use of our software solutions to streamline processes and gain efficiencies.

We are a leading software supplier to local government and have a mature customer base. When onboarding new customers, we deliver consultancy and training throughout the lifecycle of the project. More often, due to the nature of our user base, consultancy is delivered to existing customers, implementing additional modules or improving existing configuration. This means that you may be working with a customer over a number of days or multiple customers per week.

The role is ideal for someone who has worked on software solutions for Local Government or with experience of local government business processes. In particular, we would welcome those with experience in Planning, Building Control, Environmental Health, Licensing, Housing or Land Charges.

On a daily basis, the role involves delivering customer facing consultancy configuration sessions on Idox software products, providing best practice advice in line with legislative requirements, carrying out system configuration activities within the application and working with customers to improve/streamline processes, while making the best use of Idox software.

The role also includes delivering formal training courses across several products, ranging from 0.5 day to 2 days in duration. If you prefer delivering consultancy or training rather than both, we can work with you to focus your delivery in the areas which best suit your expertise.

Experience of Idox products would be preferable but not essential including Uniform, Enterprise, Idox DMS & Total Land Charges. We are looking for someone who is motivated, self-sufficient and who will enjoy providing advice, configuring our software and training our clients.

This is an opportunity to share your knowledge and experience and assist in finding best fit solutions for clients. Supporting customer success helps our clients and users to do more with finite resources. In return, Idox will help you develop your career. We are a company with ambition, but still strongly uphold the values of integrity in public service, as a software partner, through the Idox values of responsibility, integrity and excellence.

With Idox, you will learn more about the software itself, build industry knowledge and develop a set of strong business skills. You will receive the necessary training and coaching to support you through the onboarding

process to ensure you're able to deliver services in line with the team delivery targets. We offer a comprehensive benefits package and flexible working to support your wellbeing as well as your professional development.

Key Responsibilities

- Develop and maintain up-to-date detailed knowledge of the company's products in accordance with a personal development plan which may include Uniform & Enterprise, Total Land Charges, Idox DMS or Public Access, depending on the needs of the business and your particular areas of expertise
- Carrying out specialist product configuration in client environments throughout the lifecycle of an implementation
- Delivering training courses for Idox products
- Undertake system audits for clients, reviewing existing system usage and writing detailed reports including recommendations for improved system usage and streamlining processes
- Maintaining documentation supporting consultancy and training delivery
- Development videos using AI technology
- Identifying opportunities to develop new consultancy and training services as new products or government processes are introduced.
- Providing sales quotations for consultancy and training services, using your specialist knowledge, as and when requested
- Take ownership of assigned tasks as agreed with the project manager or line manager
- From time to time, providing support and maintenance services to customers, collaborating as part of cross functional teams
- Adherence to Idox Information Security policies and protocols.

To be successful, you'll need to be:

- Interested and knowledgeable about the role of software solutions in local government
- Keen to learn to be a professional advisor
- Curious, creative and adaptable – customer requirements evolve rapidly
- Confident in delivering customer facing consultancy, guiding in best practice and carrying out system configuration
- Confident in delivering customer facing training
- Self-motivated, ensuring you maintain and progress your product knowledge and are fully prepared for customer facing deliveries
- A good listener with the ability to understand and interpret client requirements
- Have excellent written skills to provide detailed written reports following system audits
- Be adaptable to learning additional product areas and performing other tasks as required
- Ensure your utilisation is in line with team targets
- A team player, supporting colleagues across the business
- Able to travel within the UK as required (occasional planned travel).

Additional desirable qualities:

- Experience of working in a local government department
- System admin or end user experience of Idox software solutions including Uniform and Enterprise, TLC and Idox DMS.
- Experience of developing alternative methods of delivery including using AI technology.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why this role is of interest to you and how your experience aligns with the key responsibilities 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.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ 700+ staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and

succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

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 our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>

