

Onboarding Consultant (Software Applications Consultant)

Idox Professional Services

Land, Property & Public Protection

UK, home based with occasional travel

About the role

We are seeking experienced users of Idox Software to join our team of **Onboarding Consultants**, supporting Local Authorities across the UK as they implement and adopt Idox Cloud solutions. This is an opportunity to help guide new customers through setup and configuration to best practice, shaping how they use our software to deliver public services efficiently and effectively.

In this customer-facing role, you'll work closely with clients, project managers and technical specialists to ensure smooth, successful software implementations. You'll apply your first-hand understanding of how Local Authorities operate alongside product knowledge and consultancy skills to deliver a great onboarding experience for every customer. You'll build strong customer relationships, manage a portfolio of onboarding projects, and coordinate with teams across Idox to achieve outstanding results.

We're looking for a self-sufficient, detail-oriented professional who thrives on delivering high-quality outcomes. You'll embody our values of **Responsibility, Integrity and Excellence** in everything you do. This is your opportunity to make a wider impact – helping Local Authorities across the UK to modernise services, improve efficiency and deliver better outcomes for communities.

Key responsibilities

- Deliver defined work packages to support customers in setting up and configuring their new software solution.
- Collaborate with the Idox Cloud Project Manager to advise on project approach, timescales, progress and risks.
- Share product and configuration expertise to help customers to become self-sufficient in using their system.
- Deliver hands on training and workshops, sharing knowledge and expertise.
- Work closely with teams across Idox Professional Services to ensure smooth implementation and rapid issue resolution.
- Act as a trusted advisor to customers, helping them make confident, informed decisions.
- Maintain up-to-date subject matter expertise in relevant Idox Local Government service areas e.g. Built Environment, Address Data Solutions, Public Protection.
- Share knowledge and best practices with colleagues, supporting cross-skilling and team development.
- Contribute to the continuous improvement across onboarding and wider professional services delivery processes.

To be successful, you should bring:

- Hands-on experience using Idox software solutions (or similar Local Authority).
- A good understanding of Council processes in areas such as in Public Protection or Regulatory Services.
- Previous experience in software consultancy and/or training.
- A strong problem-solving mindset and consultative approach to solution delivery.
- The ability to influence stakeholders and collaborate effectively across teams.
- Proven experience building and maintaining positive customer relationships.
- The confidence to manage multiple projects and customers simultaneously with care and attention to detail.
- Excellent written, listening, and verbal communication skills.
- High levels of commitment, professionalism, and passion for delivering service excellence.

Additional desirable qualities:

- Experience in data migration activities.
- Knowledge of the Idox implementation processes and methodologies.

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.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you 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.

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>