



where people come first

## **Job Description Document for Implementation Consultant**

Hitchin Based

9am – 5.30 pm – 37.5 hours per week Monday to Friday

Reporting to the Client Services Manager

Working within a team of people providing Support and Administrative services to our customers.

Duties and Responsibilities will involve:

- Answering phone calls
- Taking and logging support telephone calls
- Problem solving
- Communicating with Clients
- Managing customer support calls
- Questioning Customers about their requirements to obtain a full understanding of what it is they require
- Record the details of all customer calls
- Assist in the payroll process of bureau payrolls
- Produce payslips ready for customers
- Assist in the production of other literature and documentation
  - e.g. Newsletters
  - Marketing Information
  - Training Manuals
  
- Organise and implement computerised systems
- Maintain Customer liaisons and support services to aid future sales
- Maintaining the Administrative processes and procedures
- On site client visits, both Implementation and Account Management
- Any other reasonable duties that may be required from time to time.

## Sample Person Specification Document Implementation Consultant

	Essential/ Desirable	Comments
<b>Qualifications</b>		
• ECDL Version 1.5 - 4.0	D	
• GNVQ\NVQ/SVQ in Administration, IT or Business Support Skills Level 3	D	
• GCSE English or Equivalent	E	
• GCSE Mathematics or Equivalent	E	
<b>Experience</b>		
• Working in a customer orientated environment	E	
• Working in Customer Support	E	
• Working in Software Support	E	
• Administration of Payroll	D	
• Administration of a Computerised Payroll	D	
• Administration of HR Computerised System	D	
• Computerised Payroll Set-Up and Implementation	D	
<b>Knowledge</b>		
• Payroll	D	
• HR	D	
• Database Management	D	
• MS SQL Server	D	
<b>Skills and Competencies</b>		
• Ability to demonstrate, Using a Computer, Operating System, Word Processing, Spreadsheets and Databases to the level of ECDL Version 4 or equivalent in GNVQ\NVQ/SVQ	E	
• Organised	E	
• Administration – capable of filing, copying, producing presentation/.project packs to defined standards	E	
• Ability to communicate clearly verbally and written	E	
• Work and Communicate in a team	E	
• Able to ask questions and comprehend customer needs and problems	E	
• Ability to work to timescales and deadlines	E	
• Hold a full clean driving licence	E	
• Identify and Plan objectives	E	
• Manage Projects	E	
• Deliver System Training	D	
<b>Attributes</b>		
• Shows confidence in dealing with people	E	
• Is able to ask questions	E	
• Be in a position to travel to Clients by Air, Sea or Car and on occasions stay away from home	E	
• Well Mannered/Polite	E	
• Smartly presentable	E	

- Demonstrate a willingness to learn E
- Is enthusiastic and eager to work in this industry E

Other Requirements

- Work from Hitchin Offices E