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| **Job Title** | Customer solutions consultant – WFM specialist | **Job Family** | TBC  |
| **Grade** | TBC | **Reports to** | Head of Customer solutions |
| **Location** | Home based with travel | **Team Size** |  |

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| About the role: |
| **Customer Solution Consultant – Workforce Management Specialist**Zellis have recently acquired a next generation product with Elementsuite – which is a Next Generation application suite that places advanced world class AI at the very core of the product. Not retrofitted – but built on AI as it’s very foundational DNA.This is an extremely exciting time to take this product set to the next level, utilising Zellis’s existing broad and deep product set and customer base combining next-gen technology and capability to the portfolio.A key component of this exciting new product is Workforce Management which is already a leader in class across Retail and Hospitality with many customers in the UK and beyond. This is why we need a Specialist in Workforce Management to join our Solution Consulting Team and join us on an exciting journey. |
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| **Role Accountabilities and responsibilities:** |
| We are seeking a Workforce Management Specialist with deep functional knowledge. Aligned alongside a Sales Executive in Customer engagements you will provide Functional, Technical and Industry expertise throughout the entire Sales Cycle. With deep expertise in discovery meetings, demo environment setup and maintenance, and superior presentation skills your role is key to our ongoing sales growth and success.Your mission will be to engage with customers and align Zellis’s capabilities to our customer and prospect needs, providing high quality document responses & value led presentations, focussing on customer’s and prospects requirements that meet and delight.The mission of the Customer Solutions Consultant is to configure and demonstrate the value of Zellis’s next-generation workforce management technology to prospective customers. You will pair your product expertise, presentation skills, and industry knowledge to align Zellis’s exciting market leading products in a compelling and engaging manner. **RESPONSIBILITIES AND DUTIES*** Expertise - In all Zellis products with a specific focus and expertise in Workforce Management modules/components. Become the subject matter expert within the Solution Consulting team.
* Support the Sales team with live customer opportunities through discovery, customer engagement, demonstrations, presentations, tender responses and requirements alignment.
* Discover - Understand a customer’s requirements and critical business issues; you will gain an appreciation of a customer business and business needs alongside the wider system landscape.
* Align – Configure Zellis Solutions to showcase how they are best placed to meet and exceed the customers needs.
* Analyse and Address - Identify potential risks/gaps between a customer’s stated requirements and goals and provide guidance to maximise the value of our solution.
* Present – Deliver world class, highly engaging value-oriented presentations, both remote and in-person, with Customers and prospects. Ensure that engagements are memorable, engaging and exceed expectations of both customers and sales stakeholders.
* Relationships – Build strong relationships with all stakeholders to become a trusted advisor where appropriate.
* As needed, travel to various events such as customer meetings & industry conferences across the UK and Ireland.

**PREFERRED SKILLS AND QUALIFICATIONS*** 5+ years of Workforce Management WFM software Solution Consulting (pre-sales) experience
* Experience presenting and demonstrating software to large organizations
* Excellence in communication, presentation, and customer-facing skills. Ability to communicate at all levels in an organization.
* Self managing with highly focussed organisational, time management, and multitasking skills
* A desire to work in an exciting opportunity with a world class new start up product set, it is a fast-paced & challenging environment
* Ideal subject area experience: Forecasting, Demand Modelling, Intelligent Rostering, Shift Management, Time and Attendance, Operation processes across multiple industries with a minimum industry experience in Retail & Hospitality,
* Team Player – we are a fun team and we love working together and are ready to welcome you. We support each other, help each other out and are always happy to take a call if you get stuck or need help. And yes, we do have fun too.

**PERSONAL ATTRIBUTES AND VALUE*** Proactive and self-starting – engage, want to go the extra mile and manage your own workloads and time
* Respect – Earn respect through hard work, capability and focus with both internal and external stakeholders
* Passion - Have a passion for delivering exciting new technologies to solve a customers operational needs and challenges
* Communicator – You are a great communicator, you like engaging and presenting and are comfortable in front of an audience and can deliver the very best, most memorable, value oriented presentations and engagements
* Team Player – You love being part of a team and know the value of a team is greater than the sum of the parts
* Learner – You now that Learning is a journey ad you’ll never stop learning – seek out and embrace ongoing learning
* Time Management and Prioritisation – Be able to manage your own time, understand and prioritise work
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| People Leadership / Team Leadership: |
| * N/A
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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
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| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**Together with Benifex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.**Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.**Our history**We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout. More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.**Our vision**Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There’s nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs.We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today’s business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.**We’re proud of our culture**At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.**Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.Text  Description automatically generated |