# Implementation Consultant

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| Job title | Implementation Consultant | Job family | TBC |
| **Grade** | TBC | **Reports to** | Managing Implementation Consultant |
| **Location** | Hybrid (Watford) | **Team size** | No direct or indirect reports |

| About the role: |
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| The Implementation Consultant will be responsible for delivering implementation consultancy activities for Zellis’ customers on multiple aspects of their solutions or services delivery.  The Implementation Consultant will have significant experience in Zellis’ processes and solutions and must have excellent stakeholder management and client relationship building skills. They will be responsible for advising and working with customers to help them understand, implement, configure or test good practice use of Zellis’ suite of customer solutions and advise on industry leading processes and operational service design. This role may lead delivery directly or will work closely with the implementation project or programme manager. They will also partner with customer stakeholders and business representatives to support the achievement of the relevant delivery milestones on time, at the highest level of quality and on budget. |
| **Role accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:**   * Acting as a good practice advisor, coach and subject matter expert on industry leading processes and Zellis’ range of solutions and services, partnering with the customer to develop a “One Team” approach to delivery and to ensure that all activities are delivered on time, at the highest level of quality and on budget * Delivery of implemetation tasks against the agreed project plan and scope, following the Zellis standard project Implementation methodology * Managing, scheduling and coordinating all activities assigned to you so that they are undertaken in accordance with the relevant plan, working alongside and in partnership with the wider Zellis and customer project team * Preparing, reviewing, agreeing and implementing any deliverables assigned to you as part of the delivery plan * Completing testing of any deliverables or supporting activities assigned to you as part of the implementation plan to the highest level of quality and where agreed, in line with all acceptance criteria * Supporting the project or programme manager in facilitating the provision of software, infrastructure, supporting tools and appropriate resources for each phase of the project to ensure all pre-requisites and ongoing support is in place * Anticipating and managing ongoing risks and issues (including mitigation and resolution), and ensuring that they are escalated to the Implementation project or programme manager (or Zellis senior leader) in a timely fashion * Acting as a coach to other consultants to help develop their skills * Ensuring you maintain your personal development and continuous improvement in Zellis’ products and services, including industry leading good practice operating processes and industry and legislative knowledge (with support from the Technology Services management team) and feeding back learning and continuous improvement ideas into the wider ZCS community   **Essential Skills & Competencies:**   * Experience delivering on small, non-complex Implementation, software, advisory or Managed Services customers with small-medium scale employee volumes (under 10,000 EE’s and £300k budgets) * Significant experience and proficiency in (or demonstrated aptitude to develop) relevant technical skills, including main feature functions, setup and configuration options in elementsuite, ResourceLink, MyView and Zellis HCM Cloud * Proficiency (or demonstrated aptitude to develop skills) in ZIP APIs, connectors and integration methods * Proficiency (or demonstrated aptitude to develop skills) data migration and loading for medium complexity data structures * Proficiency (or demonstrated aptitude to develop skills) master data and payroll reconciliation for medium complexity employee payroll data, gross to net calculations and associated outputs * Expertise in specialism * Plans, schedules and delivers work to meet given objectives, outcomes and KPIs * Self-monitoring against agreed delivery timelines * Understands, applies and adapts appropriate methods, tools, applications and processes (within boundaries of standard operating processes) * Influences within area of expertise (internally & with customers) * Collaborates regularly and appropriately with colleagues and customers * Follows a methodical approach to identifying and resolving more complex risks and issues * Anticipates and raises highly complex risks and issues to enable them to be mitigated * Defines problem statements, and supports root cause analysis for risks and issues * Follows set development path for their role/specialism * Takes the initiative to develop skills and knowledge by identifying (and agreeing with manager) appropriate development opportunities * Helps more junior colleagues with their development |
| **Special circumstances / Other requirements e.g. travel requirements, working arrangements etc** |
| This role will require regular travel, often overnight or for extended periods of time, both to customer locations and Zellis or partner offices |

| About Zellis Group |
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| We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.  Zellis Group consists of three companies - Zellis, Moorepay and Benifex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.  Our overall purpose is to *power exceptional employee experiences so you and your people do better*.  **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.  In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.  **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.  A screenshot of a computer  Description automatically generated |

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