Implementation Consultant

Location	Home Based - with travel throughout the UK
Contract type	Full-time, permanent
Reporting line	Head of Professional Services, Delivery

About Us

OLM Systems is the leading provider of person centric case management solutions to the UK Social Care and Community Health markets with over 60 local authority customers. OLM have 30 years of experience in working with customers across the UK to deliver modern SaaS solutions to take the complexity out of people's lives by delivering integrated solutions for adult and children's services, health and the corporate IT market. Our software enables customers to make a positive impact on the lives of the vulnerable adults and children who they support. OLM is proud of its people and its products and everything we do is with a passion to make a difference to others.

Who are you?

OLM is passionate about everything it does and always seeks passionate and enthusiastic people to be part of our expanding company. You will find nothing more satisfying than working out the best way to set up and implement our products to meet the individual needs of our valued customers. You love challenges, problem solving and rolling your sleeves up to find solutions. You thrive in working with development and product teams to ensure the best service is delivered, and you value the power of feedback on our products to enable future improvements. Using OLM's Model Offices, you are driven to develop streamlined, standard recording practices for our customers. You take personal satisfaction and pride in successfully assisting customers to achieve effective and efficient use of OLM products. You flourish in contributing to the continual improvement of our products and services, and in refining our implementation methodology.

Job Overview

As part of the Consultancy Team you will work with our customers to implement ECLIPSE and other OLM products using the implementation methodology based on model offices which have been developed by OLM. The role is integral to the success of both OLM and its customers. You will be working with local authority, private voluntary sector and education and health sector customers across the UK liaising with your colleagues across OLM Systems to provide a smooth implementation throughout all the stages from Data Onboarding, User Adoption through to Business as Usual. You will be working with customers and internal colleagues to understand customer requirements and provide them with the knowledge and skill to use OLM product functionality effectively and within the legislative framework in which they work.

Job Function Tasks and Responsibilities

- Working with OLM customers to understand and scope their business requirements and knowing how OLM products/Services can be configured and deployed to meet these requirements, using the OLM Implementation Methodology

- Working closely with the Model Office owners to ensure that good practice is represented in the standard OLM product set up and that requests from customers are raised, discussed, and resolved as appropriate

- Create and maintain the documentation that supports the implementation process both internally and externally.

- Manage relationships both internally and externally to ensure that projects run smoothy and all relevant parties receive the appropriate communications in a timely manner using the processes and communication tools provided

- Manage multiple projects as scheduled

- Be aware of and use the appropriate OLM processes to record time, expenses, and request resources

- Keep up date with the latest product developments and internal processes using the resources available within OLM

Experience

- Preferably previous experience of working in the public sector/health/education

- Experience of implementing IT systems would be beneficial

- Providing consultancy within a project environment

- Business process analysis

Skills and Attributes

- A good level of consultancy skills

- Experience of configuring system to meet customer requirements

- Understanding of the domains that products are deployed in

- Exceptional ability to build good relationships with customers working on the implementation of OLM products

- Good workshop/meeting facilitation skills

- Excellent communication skills – face-to-face, remotely and written

- Logical thinker and problem solver

- Interested in systems and how they work

- Passionate about delivering to customers the business value in implementing OLM products in a standard way

- Takes pride in presenting good systems experience for our customers

- Has the drive to translate business needs and good practice into system recording and processes

- Can communicate with others at all levels within the organisation.

Benefits

- A technologically enthusiastic company and colleagues

- A structure where everyone has a voice and makes a direct and valued contribution to building the best product possible

- Working to improve the lives of the most disadvantaged people

- Flexible working hours and a relaxed working environment

- 25 days leave rising to 30 after 2 years (plus bank holidays)

- Enhanced pension scheme

- Cycle to work scheme

- Employee Assistance Programme

- Travel Loans