Children's Social Care Strategic Lead: Job Specification

Job Title: Children's Social Care Strategic Lead

Division: OLM Systems

Job Overview

The role is a hands-on, results oriented role supporting the organisation. It focuses on highlighting the features and benefits of our technology solutions to decision makers in the care sector. This individual will utilise an in-depth knowledge of both Children's Social Care and OLM's software platform. The role provides expertise with the software solution and the problems it solves for our clients.

The role is primarily responsible for providing support to the sales team and development team. This includes ensuring product demonstrations are completed successfully and feeding in social work requirements into Product Development. This individual must have a good balance of technical and business analysis skills. Role success will be dependent on the individual's ability to convert business needs to technical requirements and creating appropriate demonstrations and presentations.

Please note: A background in social care is essential.

Areas of Responsibility

- Provide pre-sales support for customers/prospects
- Deliver exceptional product presentations and demonstrations
- Feed social worker requirements into Social Care
- Keep up to date with the latest social care models
- Maintain relationships with key Children's Services departments and organisations
- Compose expertly crafted bid responses highlighting the benefits of our solutions
- Identify service and product opportunities
- Manage the sales demonstration environment
- Provide marketing event support
- Develop trusted and influential relationships with the decision-making and decision-influencing customer contacts through a combination of real-world technology experience, and industry domain expertise
- Undertake customer reviews to develop and maintain awareness of key projects and issues within a client's environment, assist them with advice and document key information
- Working with Product Management to feed customer requirements into the enhancement process and feedback requirements

Essential Skills and Qualifications

- LA Social care experience – Children
- Demonstrate expertise in the social care industry and an understanding of the competition
- Detailed knowledge of social care technology, especially around case management systems
- Naturally engaging and can maintain audience interest
- Experience of presenting across a range of audiences: front line personnel to senior executives
- Ability to understand business process needs and to conceptualise how these needs can be satisfied through our software
- Strong oral and written communication skills; excellent presentation skills
- Ability to work across multi-disciplinary teams
- Strong technical aptitude

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Desirable Skills and Qualifications

- Software/social care consultancy experience
- Social Care Degree
- Pre Sales Experience
- Experience configuring demonstration systems built using modern software technology

Please note this role will require extensive travel throughout England

Reporting Line Marketing and Pre-Sales Manager

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