

Our story that starts with you.

Be the change.

Be the Author.

Job title: Product Onboarding Consultant

**Reports to:** On-boarding Director

**Location:** Home/hybrid based with client visits

# Be the person we need.

## Your purpose

# Part of the Bellrock Group - Concerto is a software company which provides Asset, Facilities Management and Project management software to both the public and private sector in the UK and beyond.

# The Concerto software platform is a recognised brand that helps organisations transform and streamline their asset and property management information and associated business processes.

# Our Product Onboarding Consultants are experts in the Concerto software platform and how it must be deployed to meet industry best practises and deliver maximum value to our customers.

# As a commercially focussed organisation, we expect our Product Onboarding Consultants to successfully onboard customers within the timeframes provided, manging the customers’ expectations and budget throughout each of the implementation phases.

# In addition, our Onboarding Consultants act as the voice of the customer and therefore must help shape the direction of our product strategy and roadmap, playing a critical role in the future direction of our business.

# Moreover, the Onboarding Consultant will need to build strong working relationships and work closely with other internal teams (e.g. Sales, Software Development, Helpdesk) when required to successfully onboard new customers.

# Be someone who makes it happen.

## What you’re responsible for

# Conduct demonstration and consulting sessions (on the phone and in-person) and document with meeting minutes

# Document and validate customer’s business requirements and map to Concerto functionality, using expert knowledge of the product to determine any gaps in existing functionality and produce a specification document clearly detailing the user’s requirements to a consistent standard

# • Utilise industry knowledge and experience of CAFM/IWMS software to advise customers on best practise implementation approaches to achieve significant value from the product

# • Plan, manage and communicate the progress of projects, achieving project milestones and maintaining momentum using our standardised model for Customer Onboarding

# • Set and manage customer expectations regarding project scope and timeline, customer responsibilities, stakeholder roles and responsibilities, project governance (communication, change control, escalation), risk management and organisational readiness

# • Present and manage sign-off of key milestones and deliverables, such as project kick-off, discovery, project plan, status report, change requests, Sandbox review, user acceptance testing.

# • Configure the Concerto application to meet customer’s documented business requirements and oversee initial data mapping and management exercises

# • Attend internal project meetings and provide status on progress of activities and deliverables

# • Provide customers with follow-up consulting and general assistance in areas of expertise, utilising Concerto domain knowledge specialist when necessary

# • Be a “go-to” resource for specific functional areas for both internal and external users

# • Document improvement suggestions and contribute to a product roadmap repository • Contribute to internal knowledge share; review posted feedback on a continuous basis and respond to questions.

# • Assist the Business Development Director with presales activities such as highlevel gap analysis and product demonstrations as directed from time to time.

# • When necessary, create specification documentation on behalf of clients where system customisation is required

# • Assist the Project Manager in creation and review of project documentation, implementing and managing the project delivery plan, logging and managing risks and issues and managing project budgets

# Be one of a kind.

# Minimum of 3 years’ experience in property/asset related industry

# • Minimum of 3 years’ experience delivering software implementation solutions

# • Proven ability to translate client requests into written specifications

# • Quick learner with a passion for software technologies and ability to understand

# • Ability to map processes and have worked in a large process mapping project

# Understanding of organisational change management and worked within a large change management project

# • Strong proficiency in Microsoft Office products

# • Deep understanding of common software implementation methodologies

# • Excellent customer relationship acumen

# • Ability to absorb New Product / Service Knowledge

# • Ability to engage with multiple projects &; customers at the same time and manage priorities.

# • Excellent organisation, communication and collaboration skills

# • Ability to lead and facilitate customer workshops and sessions

# • Commercial experience a plus as up-sell and cross sell opportunities will be present

# Employment acknowledgement

This job description is intended to describe the essential job functions of this position and is not intended to be an all-inclusive statement of job responsibilities.

I have read, understood and am able to perform the duties within the job description. I have received a copy of this form.

**Employee Name Date / /**

**Employee Signature**