

**Job Title:** Lead Software Consultant  
**Job Family:** Professional Services  
**Grade:** 2  
**Reports to:**  
**Direct reports:** None  
**Career Track:** Independent Contributor

### Job Purpose

To lead a technical area within Equinox, including client management, system analysis and project management.

### Core responsibilities

- System Analysis (25%)
    - Analyse the Client's ERP systems, leading workshops
    - Work directly with clients and management to define system requirements,
    - Design, propose and document solutions, configure the software
  - Responsible for a technical area as a Subject Matter Expert, making area-related technical decisions, constantly improving knowledge and keeping it up to date, ensuring external market monitoring, feeding back insights and risks. Solving complex problems, go-to person internally (25%)
  - Management of large projects (20%)
  - Client Management for their area of expertise: Presentations, workshops, service reviews, reporting, process changes, complaint management - Run Technical Review meetings (10%)
  - Input into tender processes and documentation (5%)
  - Support and mentor team members (5%)
  - Continuous improvement of operational effectiveness (5%)
  - Maintain an understanding of regulations, advancements and technical compliance (3%)
  - External representation (1%)
  - Design and deliver user-training including processes, manuals, in-person/remote (1%)
- Adhering to company values
  - Embodying a customer-centric mentality

### Person Specification

#### 1 Essential (required to be considered for the role)

##### Technical expertise

1. Recognised as an expert in a particular field (e.g. HR & Payroll, Finance and Procurement).
2. Project Management training and accreditation alongside understanding of implementation methodologies (Prince2, PMI).
3. Extensive experience leading larger technical projects inc. upgrades and being senior member of implementation team
4. Reviewing technical documentation and offering advice and recommendations
5. Expanding knowledge of solution Architecture
6. Knowledge and experience implementing Unit4 ERP
7. Experience in a multi-disciplined project delivery team

##### Skills and competencies

1. Client Relationship Management - Strong interpersonal and relationship building skills, ability to garner trust and to lead client meetings, make presentations to senior stakeholders and explain KPI/SLA reporting
2. Problem-solving and provision of technical advice
3. Customer service

4. Excellent listening and communication skills
5. The ability to work independently and engage as part of a team (collaboration)
6. Takes ownership and accountability, demonstrates independent ideas
7. Project Management - Strong organisational skills including time management, prioritisation and the ability to work to tight deadlines
8. A growth-mindset with an enthusiasm for self-development and learning
9. Attention to detail
10. Ability to Influence
11. Collaboration
12. Initiative, flexibility, and a can-do attitude to take on new tasks as required.
13. Experience of a multiplicity of industries and sectors

**2 Desirable criteria (can be trained and learnt on the job)**

1. Qualifications in either Accounting or HR/Payroll
2. Potentially registered with a professional body (e.g. Prince2, PMI, CIPD, CIMA) and member of relevant industry organisations.
3. In-depth ERP sector knowledge and interest in trends
4. Experience of supporting other ERP systems
5. Strong business acumen