jaama

Job Description

JOB DESCRIPTION			
Job Title:	Project Consultant Team Leader	Department:	Implementation Services
Reports To:	Customer Services Manager	Direct Reports:	Senior Project Consultant, Project Consultants & Trainer
Location:	Tamworth		
Company:	Jaama is a fleet, leasing and rental management software and driver risk services company. As a certified Microsoft® development partner, Jaama uses the latest technology to provide customers with greater integration, control and automation. It brings innovative fleet management software and driver licence checking software to fleet operators, contract hire and leasing companies. Jaama is the first to combine fleet software and risk management services to help customers meet their driver health and safety responsibilities under occupational road safety regulations.		
Function Overview:	Reporting to the Customer Services Manager, the Implementation Services Team consists of Project Managers, Project Consultants, a Project Support Team and Team Leaders. The Implementation Services function is responsible for providing software implementations to a high standard within agreed timescales, budget and scope. The Implementation Services team is responsible for managing customer projects from contract signature through to go live, as well as some internal business change projects.		
Role Profile:	A role created to provide our valued customers with the highest quality service and support, advice and guidance relating to Jaama's comprehensive range of products and services throughout implementation where sense of urgency is key. You will be responsible for a specific set of clients; alongside your team you will own the technical and service relationship to ensure the greatest possible implementation is achieved.		

As a Project Consultant Team Leader, you must constantly seek to improve all areas of the implementation process. You will play a significant role in satisfaction, as well as the overall company strategy whilst supporting, coaching, mentoring and developing your project consultant team.

Delivery of the product encompasses primarily consultancy setting up the system and assisting with the customers change management in implementing the solution, sometimes alongside a dedicated Project Manager, but often working alone and doing some element of project management as well. Ideally we are looking for someone with experience of system implementation consultancy with strong training and project management skills.

As a member of our growing Implementation Team you will be joining a highly motivated and dedicated implementation function who are willing to go that extra mile in order to ensure that the service standards Jaama's newest client demands are met. Any potential candidates must be team-orientated and responsive to customer problems in a mission critical environment.

Responsible for a team delivering successful implementation, consultancy and training as well as growth and development within the team, the Implementation Team Leaders deliver and coordinate to tight projects whilst taking care of requests and identifying the appropriate resolution and action to be undertaken e.g. handle service requests, support analysts in resolving incidents, identify and resolve problems proactively.

This is to ensure smooth flow of work and ensure we are exceeding customer expectations. A good understanding of technology, the fleet/leasing/rental industry and implementation fundamentals are important, however communication, influencing and interpersonal skills are also essential in ensuring a team ethic is strong throughout the customer experience.

To become a key member of the Implementation Services team you will need to be a self-starter, willing to work hard and be able to fit in well with a small team.

Key Responsibilities

The Implementation Services Team Leaders provide support and assistance to our customers and the team they support. Duties include:

- Responsible for the organisation and co-ordination of the day to day workload management of a team of Implementation Consultants to deliver the highest standards to customers.
- Achieve implementations and drive customer satisfaction whilst monitoring the overall customer experience
- Challenge processes and systems to ensure that they are optimised for internal and external satisfaction.
- Ensure the team is adequately resourced by liaising with relevant staff and planning resources effectively.
- Develop Implementation Support to embrace a more companywide focus
- Support, coach, mentor, train and develop your implementation team
- Through consultant feedback and customer feedback ensure that issues with process or product is fed to the relevant manager in order to minimize negative effects on customer satisfaction
- Further develop implementation services proactive support initiatives and ensure effective customer communication in the event of any related issue.
- Assist the CSM to implement and improve the current level of support with implementations
- Communicate internally regarding implementation aspects and assist with monthly reporting tasks
- Ongoing management of all implementation issues but with specific responsibility of those from your team
- Answer technical queries as required
- As necessary handle any escalated queries from your team but with the goal that they are trained to resolve as many issues or concerns as possible at the first point of contact.
- Monitor and report on troubleshooting issues.
- To understand the customer's system requirements to enable systems to be configured and implemented.
- Actively carrying out the majority of a system implementation and configuration on customer sites.
- Training users (both super users and day to day system users) in the product as it has been configured for them.
- To ensure that projects are delivered to time, budget and quality.
- Track and report project costs and time spent, highlighting deviations from agreed tolerance.
- To engage with all levels of internal / external stakeholders using agreed and known communication standards.
- To ensure the project scope is well defined and deliverables are clear and unambiguous.
- To provide technical / functional documentation in agreed formats, both for internal and external customers.
- To develop realistic and achievable project plans in line with requirements, available Customer Project resource and complexity of the project.
- To effectively plan and schedule project resources.
- Manage Jaama's and the customer's tasks, and monitor & mitigate project risks, issues and dependencies.
- To proactively manage projects on a day-to-day basis. Including consistent professional communications to a variety of levels of business stakeholders.
- Prepare project status reports to internal and external stakeholders.
- Work closely with the commercial team to ensure commercial success.
- Effectively manage changes to the project through an agreed change process.
- Ensure effective project conclusion, including handover to support, and ensure lessons learned are recorded.
- Identify opportunities for additional business with clients.

Skills & Experience

Essential

- Experience in delivering consultancy or system configuration.
- Experience in delivering end user system training.
- Experience in customer business process analysis and requirements gathering
- Experience in the delivery of client facing mid to large (£50-500k, 6 - 18 month) complex projects.
- Competent with project planning using Microsoft Project.
- Excellent client facing skills and experience to ensure relationships are kept strong.
- Excellent verbal and written communication skills at all business levels.
- The ability to have a strong impact and influence key decisions and decision makers.
- Have a full clean driving license.
- Customer Relations
- Excellent communication skills
- Excellent problem-solving skills
- Excellent service skills

Desirable

- Worked within the fleet/leasing industry.
- Experience of change management, both internally and externally.
- Be familiar with accounting software.
- Prince2 Practitioner Certified.
- Experience with Key2
- IT-related qualifications would be an advantage

Personal Attributes

You will be able to demonstrate the following attributes: initiative, resourcefulness and a passion for providing structured project delivery along with established communication and technical skills. Diplomacy, composure, good judgment, the ability to quickly adapt to changing circumstances and the ability to build a rapport with customers is a key feature of this role.

- A natural 'plate spinner'.
- Good communication skills.
- Strong commercial awareness.
- Ability to work with and mentor team members
- To work to maintain and enhance the corporate standards within Jaama and contribute to raising Jaama's profile across our expanding client base.
- Professional, mature approach to career and personal development
- Excellent interpersonal and communication skills.
- Self-starter / high initiative.
- A keen interest in technology and software systems.

Job Holders Signature:	
Date:	13/02/2018
Managers Signature:	
Date:	13/02/2018