

# Professional Services Consultant

## Job Description

### Purpose Summary

You'll be responsible for the success of our customers' implementation programmes and delivering projects with a fantastic service. You'll be a pro-active consultant who is able to partner with customers, get under the skin of their business to provide innovative technology solutions that add real value to our customers and retain our customer portfolio.

The key areas of responsibility for the Professional Services Consultant include:

- Professional Services
- Customer Experience

### Skills, Experience and Qualifications

#### Essential Skills

- Knowledge or experience of working in the construction industry
- Experience within a customer delivery environment
- A good knowledge of MS Office applications including Outlook.
- A relevant degree or equivalent level of education preferred.

#### Desirable Skills

- Experience of different operating systems
- Previous experience implementing business systems
- Previous experience working in a consultancy role

#### Competencies

- Delivering commercially successful projects to a high standard will inspire you.
- You will want to be part of something special and contribute to the success of the team.
- You will be a passionate individual who has the ability to manage and influence others, including strong personalities in our customer organisations
- You will be articulate, with excellent communication and presentation skills and the ability to build rapport fast.

- Excellent planning and organisational skills to successfully co-ordinate a high number of activities, with excellent time management, prioritisation and the ability to remain calm and objective under pressure.
- Strong technical, analytical and problem solving skills with the ability to find innovative solutions.
- Articulate and focused with the ability to influence others
- Calm and objective, including when working under pressure, with the ability to provide direction.
- Highly accurate with excellent attention to detail and data management skills
- Self-motivated, commercially minded and confident in using systems and data for analysis and reporting
- Strives for high standard of professionalism, focused on quality in all aspects of project delivery, ensuring that Causeway is represented professionally
- Strong problem solving skills with the ability to find innovative solutions.
- Tenacious, highly energised, passionate and committed, determined to achieve amazing results and make an impact, delivering to high standards and delighting customers
- Willingness to continuously develop own knowledge and skills and share knowledge with colleagues for the benefit of customers and the organisation.

## Principal Responsibilities

### Professional Services

- You'll assist in analysing customers' business requirements and application objectives to ensure successful delivery of projects.
- You'll provide consultancy services to our customers.
- You'll be responsible for technical application implementation, liaising with technical engineers and customer support teams when necessary to ensure that all problems are resolved.
- You'll take responsibility for assigned customer projects and ensure that the customer has a positive experience of working with Causeway.
- You'll develop the deliverables (code, test, debug, documentation etc) as specified, ensuring that the solutions are provided in accordance with customer expectations.
- You'll assist with proposal development and post-integration reviews to evaluate the process and identify areas for development.
- You'll deliver customer training as part of the project delivery or as required by customers.

### Customer Experience

- You'll build positive relationships with customers, aiming to build confidence and delight them at every opportunity.
- You'll have the passion, drive and determination to see things through to a successful conclusion

- You'll have a warm and friendly communication style and ensure that accurate and well communicated responses are provided to all queries
- You'll ensure that interactions with customers are continuously improved and delivered in a consistent and positive manner and to a high professional standard.
- You'll take pride in providing a great customer experience at all times, aiming to delight our customers and encourage customer retention and referrals.

## **Company Values**

- Ensure the company values are reflected in your own work and behaviour  
Be Curious   Own It   Work Together   Be Proud   Wow Everyone

Such other duties as the management may from time to time reasonably require.