

# Onboarding Consultant

**Idox Professional Services.**

**Land, Property & Public Protection**

**UK, home based, with occasional travel.**

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## About the role

This is a fantastic opportunity for an experienced **Onboarding Consultant** to join our Idox Professional Services team, working with our Local Government solutions in a fundamental, customer-facing role. You'll be joining a recently established team of software delivery specialists that has been set up to enrich the core onboarding experience for Idox Cloud solutions customers across the UK & Ireland.

As part of this transformational team of software implementation consultants, you will collaborate with our customers, project managers and other professional services teams in order to provide the business consultancy expertise, product knowledge and problem-solving prowess required to shape and fulfil business critical deliveries.

Responsibilities include developing strong relationships with customers, prioritising and balancing a portfolio of projects and liaising with cross-functional teams in Idox to secure successful software implementations to a high degree of customer satisfaction.

Ultimately, a successful onboarding specialist will manage the intricacies of each software implementation to a pre-defined process ensuring that all key software deliverables are achieved as planned and any issues are resolved in a timely manner, to the satisfaction of all stakeholders.

You will be a self-sufficient, team player with a problem-solving mentality and excellent attention to detail. Fulfilment and accomplishment are your main motivators and the Idox values of responsibility, integrity and excellence are core to your professional wellbeing and sense of achievement.

## Key responsibilities:

- Partner with the Customer and the Idox Project Manager to ensure timely, realistic delivery of the project to the satisfaction of all key stakeholders.
- Provide advice and guidance to the Idox Project Manager re: planning the project, including scope, timescales, revenue milestone accuracy, risk management and project approach.
- Undertake and successfully complete implementation tasks pertaining to projects as agreed with the PM.
- Assist the customer with the familiarisation, configuration and customisation of the Idox solutions they have procured, conferring knowledge and understanding in order for customers to become self-sufficient.
- Collaborate with various teams across Idox Professional Services to ensure a smooth implementation including swift issue resolution.
- Collaborate with external, 3<sup>rd</sup> party stakeholders where required to facilitate integrations with ancillary products.
- Handover of project issue logs to Customer Experience at BAU.
- Ensure your subject matter expertise in relevant Idox Local Government solutions is current and that you can work on current implementations in that subject area e.g. Built Environment.
- Share your subject area knowledge and experience with your team colleagues & cross skill according to the needs of the business.

- Work closely with the Product team to help shape the future of Idox solutions and to ensure customer awareness and understanding of software enhancements.
- Create and maintain guidance and documentation to assist customer understanding of the implementation approach, roles and responsibilities.
- Contribute to and influence continuous improvement in the delivery process across professional services onboarding and beyond.

## **To be successful, you should bring:**

- Experience and knowledge of working with Idox solutions, particularly in Idox Cloud.
- Experience and knowledge of the Idox solutions implementation processes.
- A problem-solving mindset.
- A consultative approach, ability to influence others to support deliverables.
- Demonstrable ability to build relationships with and communicate effectively with customers.
- Proven ability to juggle multiple projects at a time, while maintaining sharp attention to detail.
- An ability to form strong and mutually beneficial business relationships.
- A track record of achieving goals and objectives.
- Strong written, listening, and oral communication skills.
- High level of commitment and passion for achieving levels of service excellence.
- Excellent time management and prioritisation skills.
- Negotiation skills.

## **Additional attributes welcome:**

- Data migration knowledge
- Experience of working in a Local Government department

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## **About Idox**

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 500 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

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## Our Values



**Dynamism**  
We shape our future



**Responsibility**  
We are accountable for our actions



**Integrity**  
We do the right thing



**Valued**  
We value each other



**Excellence**  
We set the benchmark for quality

**DRIVE**

The core values taking us forward

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## Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

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## Our Benefits



### Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



### Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



### Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



### Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



### Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



### Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



### Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

## How to Apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to [join.us@idoxgroup.com](mailto:join.us@idoxgroup.com)

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

## Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>