



SENIOR IMPLEMENTATION CONSULTANT

Location: Home or Nottingham Office (UK travel)

Reporting to: Director of Professional Services

Effective: 14th September 2020

PURPOSE

This role is pivotal in providing expert specialist advice to our customers to ensure that they get the most out of their software investment.

As an expert in Case and Matter Management and business process automation software, you'll be drawing upon your experience and business analyst skills to guide and advise customers on how best to deploy the Peppermint solution to manage casework and automate other business processes. Technically savvy, you'll know how to maximize the Peppermint software functionality and will configure the product and train client-side specialists on the use of the software to deliver the best results.

Primarily, you'll be working to assist customers to implement as part of a new project – but you may also re-engage with existing customers to maximize usage & value.

As a Senior Consultant, you will be a key player in our pre-sales and business analysis engagements, demonstrating - with gravitas - product functionality and 'solution' Consultancy. You will also be a key player in strategic business projects and product development; including having direct input into Peppermint's Professional Services quality systems and processes. As an expert in front office software, you will have the skills and capabilities to mentor and develop Implementation Consultants and Partners along with dealing with escalations within the scope of your expertise.

RESPONSIBILITIES

Core responsibilities

Software Implementation, Configuration, Test, support Go Live	<ul style="list-style-type: none">• Implement, configure and test Peppermint software within implementation guidelines as part of a new project
	<ul style="list-style-type: none">• Provide post go live support at consultancy level to customers



Workshops and Consultancy (within area of specialism)	<ul style="list-style-type: none"> • Deliver and participate in pre-defined workshops with clients, helping them to make decisions and decide how the system should be configured
	<ul style="list-style-type: none"> • Deliver pre-defined Technical or Specialist Training & Consultancy
	<ul style="list-style-type: none"> • Make recommendations relating to the best use of the Peppermint solution
Documentation & Communication	<ul style="list-style-type: none"> • Write and develop new courses/training material
	<ul style="list-style-type: none"> • Documentation to capture customer specific configurations - advanced/technical/expert
	<ul style="list-style-type: none"> • Deliver services in accordance with agreed customer SOW to include any revision of such plans, and the necessary communication of that revision
	<ul style="list-style-type: none"> • Document issues and actions arising and ensure these are passed to the appropriate person for progression
	<ul style="list-style-type: none"> • Provide management and team with regular, timely updates
Product Development	<ul style="list-style-type: none"> • Contribute to Product Management where required including product specification and testing (relevant to expertise)
Relationship Building	<ul style="list-style-type: none"> • Continually develop and strengthen client, internal and partner relationships
Business Analysis	<ul style="list-style-type: none"> • Conduct business analysis - 'explore and define' workshops prior to deployment
Pre-Sales	<ul style="list-style-type: none"> • Support sales team in by attending presentations and demonstrations
Quality Management	<ul style="list-style-type: none"> • Contribute to Quality Management System development and process improvements

Supplementary

Projects	<ul style="list-style-type: none"> • Lead on specific Company projects related to skill set/knowledge base
Escalations	<ul style="list-style-type: none"> • Manage customer escalations (within area of expertise)
Knowledge share and mentoring	<ul style="list-style-type: none"> • Mentor and trainer for other Consultants - support, advise, share knowledge to develop internal team's knowledge and expertise
	<ul style="list-style-type: none"> • Share expertise with wider internal teams - Sales, Customer Success, Product, Support
Partners	<ul style="list-style-type: none"> • Support 'on boarding' of Peppermint Partner Programme
Commercial Solutions	<ul style="list-style-type: none"> • Engage with existing customers to maximise usage and value of the Peppermint Solution
	<ul style="list-style-type: none"> • Deliver revenue generating ideas and driving through initiatives incl. those that support other teams' success (e.g. customer success)



KNOWLEDGE, SKILLS & COMPETENCIES

E – Essential D - Desired

Business acumen	<ul style="list-style-type: none"> Commercial business expertise 	E
Documentation & Comms Skills	<ul style="list-style-type: none"> Ability to write technical documentation and follow standard methodology 	E
	<ul style="list-style-type: none"> Strong written and verbal skills. Ability to articulate clearly 	E
Sector experience	<ul style="list-style-type: none"> Previous experience of implementing 'front end' software solutions into law firms or other regulatory environments 	E
	<ul style="list-style-type: none"> Understands how law firms tick - the challenges and the opportunities 	D
Consultancy experience	<ul style="list-style-type: none"> Understands and has demonstrated previous success in a consultancy role (previous experience of working in professional services in a fee earning consultancy role) 	E
Seniority & Gravitas	<ul style="list-style-type: none"> C level client facing experience 	E
	<ul style="list-style-type: none"> Demonstrative ability to present, story tell, articulate & 'sell' Peppermints proposition with gravitas 	E
Pre-Sales Experience	<ul style="list-style-type: none"> Successfully supported pre-sales activities in consultancy role 	E
Specialist Knowledge	<ul style="list-style-type: none"> Experience and specialist knowledge of 'front office' solutions to support operations in a law firm or related business, such as document production and template/precedent management, document management, CRM, case and matter management, general business process automation tools, and Microsoft Office applications 	E
	<ul style="list-style-type: none"> Understands learning theory and how to support adoption of new technology 	D
Technical Skills	<ul style="list-style-type: none"> Understanding of Peppermint software functionality (advanced). Note that this will be developed on the job, or from previous experience of Peppermint software solutions 	E
	<ul style="list-style-type: none"> Proven technical ability to implement functionality into software e.g. building workflows, dashboards, reports. 	E
	<ul style="list-style-type: none"> Knowledge of Fetch XML. Note that this will be developed on the job, or from previous experience of Peppermint software solutions 	D
	<ul style="list-style-type: none"> Experience in BIDS and report production using SSRS/SSDT. Note that this will be developed on the job, or from previous experience of Peppermint software solutions 	D
	<ul style="list-style-type: none"> Experience in using and configuring Microsoft Dynamics 365 platform 	D
Qualifications	<ul style="list-style-type: none"> Degree level qualification (ideally business or technology related) or equivalent relevant experience 	D



Project Management	<ul style="list-style-type: none">• Experience in planning and managing projects	D
Developing others	<ul style="list-style-type: none">• Experience of successfully mentoring of colleagues	D
3 rd Party	<ul style="list-style-type: none">• Experience in working with Partners and 3rd party vendors	D

OUR COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications (case & matter management, client engagement, document management and practice management), collaboration and content enablement tools. The platform is a SaaS (Software as a Service) offering. Our platform is built, and certified, on the Microsoft Dynamics 365 and Microsoft Power Platforms.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

What's important to us

Customer Success: We put our customers and their success at the heart of everything we do

Time: We make good use of our time, make time for others, deliver on time, all of the time

Quality: We are experts and the best at what we do. We consistently deliver high quality outcomes

Together: We create opportunities together, find solutions together and win together

Positive: We have a positive attitude and believe in the possible

OUR OPPORTUNITIES

Peppermint Technology Ltd is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the



opportunity to realise their potential. We are committed to providing reasonable accommodations, if required, and will work with you to meet your needs.

APPLY

Please forward your CV to:

jobs@pepperminttechnology.co.uk

Please note Peppermint are unable to offer sponsorship to work in the UK

No agencies please.