

Job Description

Job title	<i>HR Systems Consultant</i>
Team	<i>Delivery</i>
No of levels/ listing of levels	<i>Standard</i>
Created by	<i>John Vivian</i>
Date created	<i>15th April 2009</i>

Position Level	<i>Standard</i>
Reports to	<i>Head of Consultancy</i>
No of direct reports	<i>N / A</i>

Position Mission:

- The HR Systems Consultant is responsible for providing the full range of client implementation consultancy services related to the Computers in Personnel product range including all third party products.
- The HR Systems Consultant provides product and service related consultancy to both the clients HR/Personnel and IT/Systems departments comprising:
 - configuration advice relating to both the Compel for Windows and Ciphrr product range as well as third party products which may or may not interface with Computers In Personnel products
 - advice on the implementation of the products purchased by the client
 - guidance on best practice when using Computers in Personnel products as well as third party product purchased through Computers In Personnel
 - advice and guidance relating to the transfer of data from either third party systems or Compel for Windows systems to the Ciphrr range of products
 - advice as to the set up and continued use of links both to and from the Compel for Windows systems or the Ciphrr product range to third party service providers
 - advice on the expansion of the clients Compel for Windows systems or Ciphrr range of products including the introduction of Repeatable Work Packages
 - recommendations regarding the condition of the data as observed in clients HR related systems
 - guidance as to how to make best use of the data within the clients HR related systems for reporting, data extraction and data analysis
 - the provision of documentation detailing the advice provided using the company document standards
- The HR Systems Consultant is responsible for providing advice to the client on the most appropriate methods to be employed to implement their HR related systems or changes to these systems.
- The HR Systems Consultant is the client contact for product and service related activity within the context of a "live" project. They chair the consultancy meetings and create meeting reports following each visit
- The HR Systems Consultant liaises with all relevant contacts within the client organisation, third party service providers and other areas of the business on integration issues and advises the client on the most effective means of achieving their requirements
- The HR Systems Consultant will be required to author Product Configuration Documents, Meeting Reports, Development Specifications, Scoping Exercise Reports and On Site Instructions for work to be undertaken by other Computers in Personnel employees
- The HR Systems Consultant liaises with Computers in Personnel management, support and technical team members to gain assistance where necessary in the implementation of Client systems

- The HR Systems Consultant identifies and refers additional business opportunities to the relevant Account Manager

Essential Functions Accountabilities:

- Provide guidance and advice to the client regarding the products and services purchased within the boundaries of the current project
- Provide clear and concise consultancy meeting reports
- Provide clear and concise product configuration documents
- Communicate all activity relating to a client project to the assigned Project Manager in order to ensure that progress, risks and issues are identified and escalated to the Project Manager as early as possible.
- Establish and maintain a good working relationship with the client within the boundaries of the current project
- Ensure efficient and appropriate utilisation of Computers in Personnel resources
- Establish and maintain a good working relationship with other departments within Computers In Personnel
- Maintain ownership of own diary and chargeability and proactively seek to maintain an acceptable level of chargeable/cross chargeable diary activity.
- Proactively identify Client Opportunities and log them in the internal Opportunities process
- Proactively identify product enhancements and product issues and log them in the appropriate internal systems

Experience, Skills and Attributes

Description	Essential/Desirable?	Trainable?
Aptitude to understand technical issues and the database designs	Essential	
Presence and appearance of capability when working with a client	Essential	
Ability to engage with clients and understand their requirements	Essential	Yes
Written and verbal presentation skills	Essential	Yes
Willingness to travel and work variable hours	Essential	
Sound knowledge of the Compel for Windows, Ciphir product range and associated third party products	Essential	Yes
Ability to build and maintain good working relationships with both clients and colleagues	Essential	
Interpersonal sensitivity and empathy with clients and colleagues.	Essential	
Good planning and organisational skills	Essential	Yes
Effective persuasion and influencing skills	Essential	Yes
A logical thinker with sound judgement.	Essential	
Experience of working in a client-facing role	Essential	
Experience of the HR sector	Essential	
The flexibility to be creative and innovative	Essential	
Strong commercial awareness	Essential	