



Position: Business Software Consultant
Responsible to: Christchurch Branch Manager
Relationship with: Software Business Consulting Team Leader

Job Description

Purpose: To proactively provide consultancy and support to businesses in the mid-market sector.
To scope, install and manage software deployments independently and as part of a wider team.
To deliver solutions that improve our clients’ business processes and add value to their overall business.

Key Accountabilities	Performance Outcomes
1. Provide excellence in customer service to ensure our client’s needs are met.	<ul style="list-style-type: none">- The Focus brand, ethics and culture are clearly represented while engaging with the client.- Communications are friendly, courteous, and service orientated in person, verbally and digitally.- Responsibility and ownership are taken in seeing client’s requests through to resolution.
2. To deliver ‘best practise’ consultancy and software support.	<ul style="list-style-type: none">- The integrity and safety of customer systems and data is always maintained.- Consultancy, support, and solutions are delivered using company guidelines, methodologies, and best practices (plan, test, execute and follow-up).
3. To proactively work with our clients to uncover opportunities to add value and increase Focus’ revenue streams.	<ul style="list-style-type: none">- Billable targets are consistently meet.- Backlog is full of future planned and scheduled tasks and projects.- New Products and Services are introduced across our ERP Accounts.- Response time meet agreed timeframes.- Face to Face engagement occurs onsite with the client on a regular basis.- Projects are defined, approved, and scheduled in advance – delivered on time and within budget.
4. To self-manage and continually upskill on products and services that are relevant to the role.	<ul style="list-style-type: none">- Demonstrates a broad understanding and awareness of the functionality and technical components of, emerging technologies, our ERP solutions, and Add-ons.

Key Accountabilities	Performance Outcomes
	<ul style="list-style-type: none"> - Work is organised, planned, approved, and scheduled based on fortnightly sprints. - Actively engaged with external groups, organisations that provide value to role and Focus.
5. To proactively participate as a member of the immediate and wider Focus Team	<ul style="list-style-type: none"> - Knowledge is shared across the team and client base through the production of Knowledge Base articles, blogs, whitepapers, training guides and sessions. - Positive and collaborative working relationships are held across all teams. - Demonstrated ongoing participation in teamwork, and client's events. - Leadership and guidance is provided
6. Design and deliver solutions to meet customer requirements.	<ul style="list-style-type: none"> - Business requirements are translated into a software solution that meets the client's needs. - Solutions are clearly articulated to the client both verbally and in written form. - Problem solving demonstrates a considered, pragmatic approach that is concisely documented.
7. Maintain company systems.	<ul style="list-style-type: none"> - All transactions and events are recorded into appropriate electronic systems. - Company standards and procedures are upheld and documentation is maintained as change occurs.
8. Complete any other tasks or duties delegated	<ul style="list-style-type: none"> - Ensure all other tasks or duties delegated are completed accurately and professionally in a timely manner.

Person Specifications

1. Core Competencies

Competency	Definition
Analytical & Problem Solving	<ul style="list-style-type: none"> - Demonstrated ability to collect and analyse information, problem solve and make decisions. - Clearly demonstrates strengths in communication, creativity, critical thinking, data analysis and research when problem solving. - Proven capability with needs analysis and process mapping. - Displays curiosity and passion towards their work with a growth mindset.

Competency	Definition
Business Process Management	<ul style="list-style-type: none"> - Demonstrated experience and understanding of business process management. Particularly in the areas of the General Ledger, Stock Inventory, Job Costing/Projects, Warehouse Distribution.
Results Orientation	<ul style="list-style-type: none"> - Consistently delivers required business results. Sets and achieves achievable, yet aggressive, goals. Consistently complies with quality, service and productivity standards and meets deadlines. Maintains focus on company goals.
Teamwork	<ul style="list-style-type: none"> - Demonstrated ability to work and participate in a close team environment. - Actively and confidently works across all levels of the organisation. - Demonstrated leadership skills of listening, decisiveness, perseverance, supportiveness, openness, trust and integrity.
Organisation Ability	<ul style="list-style-type: none"> - Demonstrates a structured approach to planning and organising workloads. - Actively plans and completes tasks in a structured and timely manner. - Initiates and self manages pipeline, projects and tasks inline with our Agile policies and framework.
Communication	<ul style="list-style-type: none"> - Clearly demonstrates their ability to communicate and follow through with customers, staff, team members. - Demonstrated ability to form and hold long term trusted working relationships between client, team and company. - A strong understanding of questioning and interviewing techniques. - Courageous conversations are dealt with in a considered and assertive way.
Adaptability and Agility	<ul style="list-style-type: none"> - Demonstrates ability to manage a variety of tasks/projects at a time. - Demonstrated adaptability to others, change and pressure. High level of leaning agility and a growth mindset. - Adapts well to change and pressure.
Approachability	<ul style="list-style-type: none"> - Displays personable and professional behaviour in public, with clients and at work. - Has an understanding of and applies an empathetic approach when working with others.

2. Knowledge and Experience

Demonstrated knowledge and experience in either or all of the following:

- Previous experience in running or managing a business
- Understanding and experience in the accountancy functions of a business
- Previous experience within implementing and /or support ERP Systems
- Previous experience with relational databases, Microsoft Excel and report writing
- Previous experience in a team environment preferred
- Previous experience in a customer service role.

3. Qualifications

- Completion of NCEA Level 2 (or equivalent)
- and / or Tertiary Diploma / Degree course