

Solution Delivery Consultant

Team:	Professional Services
Reports to:	Head of Service Delivery
Contract Type:	Permanent, Full Time
Location:	41-45 Blackfriars Bridge Court, Blackfriars Bridge Road, London, SE1 8NZ

About Reevoo

At Reevoo we believe that a transparent relationship between brands and consumers is better for both. Over 200 brands agree with us and use our Ratings & Reviews, Social and Customer Intelligence products to engage with, listen to and learn from their customers.

We also believe we can help everyday people make better decisions about what to buy by connecting them with likeminded people. That's why we're always innovating – creating new tools for customers to express their opinions and constantly improving the ones we have.

We don't settle for average. We want to make cool stuff that serves a good purpose. If you work with us, you will too.

Role Description

We are looking for a bright, proactive and dynamic individual, who possesses excellent technical and client-facing skills for our expanding Professional Services team. The Solution Delivery Consultant is a client-facing role, working closely with all teams, from Sales through to Development, and will be responsible for fast and successful implementation of the Reevoo product suite and bespoke developments onto the websites of major brands.

The Solution Delivery Consultant work will underpin the relationship with our clients and as such you will need to deliver a highly tailored solution whilst building contacts within the client's company to grow and develop our partnership. You will be responsible for the happiness of your customers through the go-live process and securing a successful hand-over to business-as-usual.

Responsibilities

You will be in a crucial role at the heart of the business with touch points across all teams. On a typical day in our team you will:

- Take clients from signature and help them implement our solutions globally by project managing a go-live from kick-off to implementation



- Support the Professional Services team KPIs by ensuring the timeliness delivery of features required for the implementation
- Look after both standard product and bespoke implementations where our platform integrates with client-specific components (e.g. CRM platforms, social monitoring platforms)
- Be the product owner for new features and bespoke developments required for the implementation
- Drive KPIs from day one by advising and driving clients towards an optimal integration of our products, supporting Client Success and Sales in securing long term contracts
- Be the main contact for new clients as they implement our solutions and provide answers to detailed technical questions
- Be the bridge between our Pre-sales and Sales teams, and our on-going Client support teams
- Support the Pre-sales technical consultants pre-signing a client where implementation is key part of the sale or where proof-of-concepts are part of the sale
- Feed into the product roadmap any ideas, tools and processes that can help us get our clients live more quickly and smoothly, and ways of improving the products & services we deliver
- Be delivering and demonstrating outstanding results to, and for our clients from go-live
- Pro-actively identify ways of improving the products and services we deliver
- Troubleshoot customer issues, ensuring they receive the most benefit possible from their investment in Reevo solutions
- Organise and provide training to both customers and the rest of the Reevo team

You will agree, and work closely with your manager on a given set of objectives, expectations, and commitments.

Skills & Experience

This position requires the following essential skills and experience:

- Have a science/mathematics/IT degree or equivalent qualification
- Have a proven technical background – You will need to have a strong hands-on understanding of a number of popular technical platforms and be able to talk eloquently with our clients using those platforms. The majority of our clients' e-commerce platforms are built upon core Java/JSP, PHP, .NET application containers, but there are other niche technologies that you will have to grasp (e.g. Groovy).
- Are confident in working within a structured and unstructured service delivery environment
- Are energetic, enthusiastic and a great communicator internally on all levels. Happy to spend time talking and meeting with different teams to understand project objectives to plan and scope projects accordingly
- Are able to continually demonstrate and deliver concurrent projects successfully
- Have a strong understanding of SaaS models and the difference between building a product and doing bespoke client work. You'll be helping us ensure that clients know how to best make use of our existing products
- Have the ability to problem solve and be persuasive
- Are a confident and capable project manager who likes working in an agile environment



- Are organised, able to meet deadlines and work on many things at once
- Are articulate and possess excellent communication skills
- Are a team-player who is able to work unsupervised
- Are hungry to be in a challenging environment in a fast growing tech company

Reevo is an Equal Opportunities Employer.

Please note: we can only consider applicants with the current legal right to work in the UK.