

Solution Design Consultant

Team:	Operations/ Solution Consultancy
Reports to:	Lead Solution Consultant
Contract Type:	Permanent, Full Time
Location:	41-45 Blackfriars Bridge Court, Blackfriars Bridge Road, London, SE1 8NZ

About Reevo

At Reevo we believe that a transparent relationship between brands and consumers is better for everyone. 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. This results in our products getting around 100M impressions a month.

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.

About the Role

As a Solutions Design Consultant at Reevo, you will toe the line between sales, marketing, design and technology. You'll work with a team of professionals to understand our prospective clients' challenges and opportunities, as well as translate those into a compelling solution based upon Reevo's platform and services.

Sitting within the Operations department, you will collaborate with the Sales, Account Management and Solution Delivery Teams to understand the client backstory, to create and communicate Reevo solutions to clients and within the business. To ensure that our service addresses client needs appropriately, you will also feed insight and requirements back to the Development and Product Teams.

The principal responsibilities of the Solution Consultant are:

- Provide effective support during the sales or account management process, conveying the value of Reevo's platform solutions via best practice recommendations, solution mock ups and demos to prospective or existing clients
- Analyse client sites and use Reevo collateral to create effective and compelling mock ups of the solution for both users of the site and clients
- Analyse client sites to understand the customer journey to conversion on the website and how the Reevo solutions can improve that
- Own the technical aspects of an opportunity, by fully scoping the client objectives and requirements against the solution proposed
- Determine optimal selection and placement of Reevo artifacts to support customers within that journey

- Create and document the solution design, creating mock-ups, demos, code snippets and behaviour specifications
- Describe the implementation activities and set-up process to the client, covering activities, responsibilities and expected timelines
- Work with sales on proposals (RFIs, RFPs), and Statements of Work and with Solution Delivery to ensure the project scope is delivered as agreed
- Complete a detailed handover process for Account Management, Solution Delivery, and Support teams

Skills & Experience

- Prior experience dealing with enterprise-level business and technical audiences in the digital marketing space. Or;
- Prior experience delivering or supporting technology services and strategy in the digital marketing space.
- An understanding and ability to speak with confidence to web design languages and protocols, such as HTML, CSS, and JavaScript.
- Skills in Gliffy or similar diagram tools,
- Design skills using image editing tools, such as Sketch
- Experience of SQL and BI tools would be beneficial.
- Experience of agile project management principles would be beneficial.
- Prior experience of User Generated Content solutions beneficial
- Experience in automotive, regulated industries, travel or retail verticals would be advantageous
- An understanding of data privacy legislation and regulations.

Competencies and Personal Qualities

- Passionate and confident public speaker that is able to convey complex concepts to both business and technical audiences.
- Equal competence and comfort listening to client challenges and opportunities.
- Strong time management; able to prioritise and time box workload
- A practical approach, keen eye for detail and a commitment to quality
- Strong business acumen and ability to situationally develop unique business value.
- Strong written communication skills.
- Proficiency in an additional European language would be beneficial.
- Degree in relevant computing or business discipline.

Reevo is an Equal Opportunities Employer.

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