

synergy learning

EXCITE.
ENGAGE.
EMPOWER.

Senior Consultant

WWW.SYNERGY-LEARNING.COM



Our Vision

is to be the world leader in results-driven learning technologies that **excite** **engage** **empower**



Our Mission

Is to create incredible learning experiences using technologies that deliver tangible, compelling results for our customers



Our Values are:

- 1 We **Wow!** (Ask us about this one!)
- 2 We are **Passionate & Committed**
- 3 We are **Innovative**
- 4 We are **1 Team**
- 5 We are **Fun**

We are constantly improving and evolving by keeping our **values** at the centre of everything we do.

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OVERVIEW

Employment Type: Full-time

Location: Flexible, however travel will be required for client based projects and regular visits to SL HQ (if remote working). We specify full mobility for our consulting roles but we make arrangements respectfully.

Compensation: £35-£50k per annum: salary to reflect role + OTE + Annual Bonus

Synergy Learning is looking for a Senior Consultant to work on a range of exciting innovation, proposition development and platform launch projects in the UK and beyond; helping to Excite, Engage and Empower our Customers as they implement and embed results-driven, technology-enabled learning.

As a Senior Consultant, you will engage with our customers from the outset of a project through to project completion. You will be responsible for the technical and functional set-up of learning platforms in close collaboration with our customers and global team.

In order to best help our customers you will need to be an expert in Moodle and Totara. You will be a product expert and deliver successful implementations by configuring the system to achieve Customer requirements, playing a key role in ensuring on-time, on-quality and on-budget project delivery.

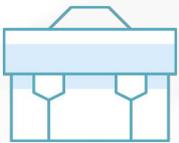
ABOUT SYNERGY LEARNING

Established in 2005, Synergy Learning is a leading learning technologies company, located in Hollywood, Co. Down. We're a global leader in the design and development of custom eLearning solutions, having helped clients in over 40 countries through more than 1000 projects. We are a certified Moodle and Mahara Partner and have been named global Lead Seller for Totara. Our customers are at the central focus of everything we do, and we work in partnership with clients as diverse as Ryanair and The Kennel Club to help them improve their performance through learning and development using results-driven technologies.

We thrive on teamwork and are a community of experts who are proud of our friendly and professional approach to getting the job done. Everything we do is underpinned by this culture. Our vision, as we enter this next exciting phase of growth, is to be the world leader in results-driven learning technologies that **EXCITE, ENGAGE & EMPOWER**. Our MISSION is to create incredible learning experiences using technologies that deliver tangible compelling results to our customers. And our values? We **WOW!** We are **Passionate & Committed**; We are **Innovative**; We are **1Team**; We have **Fun!**

WHAT WE OFFER

Further to a benchmarked competitive salary, and performance related bonus, we offer all employees 35 paid days off a year, contributory pension, access to training & development, a wellbeing programme, free parking, and after a qualifying period, performance bonus, Perkbox, cycle to work scheme and other discretionary benefits. However, a recent staff survey rated the quality of the team and working relationships as being among the most valued benefits of working at Synergy Learning.



Person Specification

- Customer-focused
 - Results-driven
 - Approachable & personable
 - Organised and methodical with the ability to see the bigger picture when it comes to our Customers' challenges and opportunities.
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Key Responsibilities

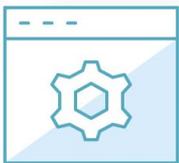
- Consult with customers & potential customers to fully understand their requirements and map business processes onto our solution specification
 - Advise customers on how they can obtain the most value from the system through implementation & optimisation of the system to meet their specific requirements.
 - Support customers during their on-boarding. This will involve both demonstrating and undertaking work on the customers behalf
 - Understand all our service offerings and actively identify opportunities to better serve Customers
 - Interface with Customer leads and become a trusted advisor to the Customer, assisting them in meetings with back office personnel to provide consistency.
 - Identify additional revenue opportunities with new and existing Customers.
 - Drive delivery of the implementation process, in line with the overall project plan, from requirements through to customer acceptance
 - Interact and meet with prospects and customers as required for successful implementation and pre/post-sales support.
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- Assist the Sales Circle in presenting solutions to key prospects with detailed demonstrations.
- Address technical questions and partake in the Support Circle when required to assist our Customers.
- Deliver Customer training/consultancy, both onsite and remote.
- Identify opportunities to improve our offerings, share client feedback and project status to project stakeholders.
- Produce high quality documentation and training material for all stages of the implementation process
- Act as Performance Management Mentor within Consultancy Circle
- Demonstrate leadership in collaborating and cooperating with other members of 1team to ensure consistent delivery of high quality work from the Consultancy Circle.
- Drive the Strategic development of Consultancy in line with Company objectives

Relationships & Reporting

- The Senior Consultant will work collaboratively across the Company reporting to Head of Operations



Skills and Qualities

- Able to work under pressure & deliver on-time, on-budget & to quality.
 - Excellent communication skills both written & verbal
 - Excellent client interaction skills, collaborative work style, and strong interpersonal and team skills, with the ability to communicate with technical and non-technical people comfortably.
 - Must be a subject matter expert on Moodle & Totara.
 - Although this is not a project management role the fundamentals of the project management discipline should be understood.
 - Must be a customer focused individual with strong decision making skills.
 - Flexible, with a strong work ethic and willingness to engage in regular travel across the UK and globally
 - Consistently demonstrate alignment with SL's values
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HOW TO APPLY

- If you are a suitably qualified and experienced person and you think you would like to join us, then we'd love to hear from you!
- Please send a cover letter explaining why you are the best person to fill this role, outlining your career objectives and how Synergy Learning can help you fulfil them. You should also attach an up to date CV, and answer the supplementary questions as thoroughly as possible.
- We are an equal opportunities employer and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by females in our workforce, we would particularly like to encourage women to apply.
- If you are disabled, and/or require any reasonable adjustments to assist you in applying for this role, or in due course attending an interview, please let us know and we will do all we can to facilitate you.

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy. (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synerav-learning.com for more information.