

Implementation Consultant for Apprentice SaaS Technology

The Company

MWS is a fast growing, VC-backed company that develops and sells Aptem, a b2b SaaS platform widely used in the vocational training and employment services sectors. The recent pandemic has resulted in a material shift in how our clients operate, and we have been working with many organisations to get them quickly up and running with our technology so that they can continue to deliver business as usual.

As a relatively young company we still have a “start up” mindset – we work very collaboratively and everyone has a voice and is encouraged to contribute. We are working on putting in place a bit more structure and process so if you are interested in working somewhere where you can help shape how we do things and make an impact, we could be the company for you.

At present our whole team is working remotely but we have a London office in Camden which we hope to return to soon! Many of our team are permanently remote and split the majority of their time between working from home and working at client sites. We are happy to be flexible in terms of where in the country you prefer to be based.

The Role

We are looking for someone with an in-depth understanding of the apprenticeship sector who wants to support training providers as they introduce transformational technology. This is an exciting opportunity to play a critical role supporting the growth of our business. We are incredibly busy in our implementation team and we are looking for a self-starting individual who enjoys a challenge and is motivated by delivering an excellent client experience. Your role is to make the implementation process as straightforward as possible for our clients. This includes helping clients understand what Aptem will and will not do for them and making recommendations on how Aptem can therefore be best used within their particular organisation. This is why it is essential that you already have a strong understanding of how apprenticeships are delivered. You will challenge our clients to think differently and coach them through managing the inevitable change that comes with introducing a new technology system.

Main responsibilities

- Robust project planning including:
 - Effective knowledge transition from the sales team
 - Clear definition of project scope
 - Securing the relevant internal resources
 - Set up of project documentation
- Effective project management / coordination including:
 - Establishing clear operating expectations at the outset of the project
 - Setting up the client's Aptem tenant and completing initial configuration tasks

- Owning all project meetings and follow up actions
- Ensuring all project tasks are completed on time and updated in the project plan
- Coordinating and delivering client training
- Managing scope creep throughout the project, ensuring additional scope is documented and the relevant processes are followed internally
- Managing project risk, escalating project issues to management (where required) and taking ownership for ensuring these are closed out in a timely manner
- Transitioning clients to account management for successful long term Aptem usage
- Ensuring projects are delivered in line with MWS standard processes and best practice
- Contributing to the continuous improvement of MWS implementation and project management practices and documentation

Required skills and technical knowledge

- Previous experience of working at an apprenticeship training provider, ideally in several of the following areas:
 - Learner facing
 - Internal Verification
 - Funding
 - Quality
 - Operations
- Experience managing multiple concurrent projects to tight deadlines
- Experience working with technology systems
- Working knowledge of Office 365 applications (Outlook, SharePoint, Excel, Word, PowerPoint etc.)

Key competencies

- Strong, professional communication skills across all channels (face-to-face, email, Teams, presentations, calls, etc.)
- Experienced with engaging and managing stakeholders at all levels
- Demonstrated ability to influence in situations without direct authority
- Strong project team management and leadership skills
- Excellent negotiation skills
- Manages project risk and has the ability to predict / recognise issues and create solutions to these issues before they arise
- Works with a sense of urgency and enjoys being busy
- Demonstrates good personal organisation and close attention to detail
- Challenges the status quo, is curious and strives for continuous improvement