

Training Consultant

Job Description

Job title:	Training Consultant
Reporting to:	Consultancy Services Manager
Location:	UK

Terms:	
Working hours:	Mon – Fri, 08:45 – 17:15 UK and International Travel will be required
Annual leave:	25 days per year plus 8 UK bank holidays
Car allowance:	Yes
Benefits available:	Pension / Health Care / Bonus Scheme / Birthday Leave / Pay Rewards

The Company:

WCBS is a trusted supplier of leading school MIS and finance software, providing integrated solutions to the independent and international education sector for over 35 years. Trusted by hundreds of schools, in more than 40 countries, WCBS provides exceptional customer service and a portfolio of tailored solutions designed to support the admissions, academic, administrative and finance departments.

Through utilising the cloud-based or on-premise products that WCBS has to offer, schools can access, organise, manage and share information quickly and accurately. This saves valuable teaching and administrative time, so that schools can concentrate on what is important – developing strategies for success whilst delivering outstanding education.

Job role:

Key responsibilities:

The job role will initially focus on working with our Finance / HR / Payroll Management Systems

- Implement WCBS solutions to new and existing client sites
- Deliver training and consultancy on all aspects of the software product set, both UK and internationally
- Recommend process improvements for clients to ensure they maximise the benefits of their solutions
- Deliver implementations following the prescribed methodology under the direction of a project manager or as a self-managed project
- Assist project managers with the scoping and documentation of new projects
- Proactively assist in the management of client implementations to support the project manager to ensure that they operate to time and budget and are successful
- Provide advice, training and guidance to customers on system usage
- Recommend improved working methods for the client to ensure that the software is being fully utilised
- Create and deliver training workshops and seminars.
- Develop deep product understanding and effective training plans
- Remain up to date with software and legislative changes
- Create multi-media resources to support training delivery.
- Trouble-shooting – using your own skill set as required to develop knowledge of the WCBS software.
- Maintain customer and personal records using central systems.
- Identify additional sales / upgrade opportunities and liaise with the account managers to ensure that the client's needs are met.
- Undertake the relevant administrative tasks in line with procedures

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the company.

Key requirements:

- Previous experience in a consultancy / training / implementation role
- Experience with one or more of Finance / HR / Payroll Management systems and practices
- Excellent personal organisation and time management skills
- The role can typically be least 40% of travel so willingness to travel extensively within UK and global markets with overnight stays is important
- Ability to work on own initiative with minimal direct management
- Team player who can work closely and interact with other members of the WCBS support and implementations teams
- Ability to understand requirements of a close-knit specialist market and the need for long-term relationships within such a market
- Good working knowledge of MS Office
- A clean full UK driving license

Desirable requirements:

- Previous experience of working for a software organisation
- Knowledge of Financial Reporting (preferably via ODBC connections to Excel)
- Experience of working in the education sector
- Experience with Access Financials / Access People / Selima Payroll