Senior Solutions Consultant

Senior Solutions Consultants are part of the Delivery team within Hyphen8. They will be expected to Lead projects of all sizes and complexity and be involved in multiple Cases.

Senior Solutions are experienced consultants with a strong understanding of grant makers and the salesforce platform solutions that are appropriate. They leverage their experience and knowledge to consult, define and deliver good value solutions.

Senior Solutions Consultants will act as the Lead on most projects working alongside Tech Leads, Solutions Consultants, Senior Developers and Service Design and UX consultant's dependant on size and scope of Project.

Senior Solutions Consultants have strong consulting skills, good commercial awareness and are expected to mentor / guide and support other team members.

Salary banding - £55,000 - £85,000

Responsibility	Summary
Scoping	- Lead workshops and meetings with the customers for discovery/define sessions - Scope requirements for customer solutions - Generate define documentation containing process diagrams, ERD's, solution blueprint, time and cost estimations. - Provide options to customers that take into consideration solution scalability and budget whilst aligning with their business goals and strategy - Ensure that solution design has gone through internal QA process - Lead solution playback to customer at the end of the discovery/define workshops - Guide and implement best practices - Write User Stories and Acceptance Criteria

Solution delivery	• Lead the solution development and technical aspects of client engagement, ensuring all team members are clear on the specific requirements, deliverables and scope • Design and Configure Salesforce to meet customer requirements using all available native functionality • Install and configure Hyphen8 accelerators • Research / Recommend / configure third party applications • Lead on mapping and import of data • Manage deployment of solution from Sandbox to production orgs
Delivery Approach	• Follow the delivery framework and maintain regular communication with DM/PM/AM and Lead where not in this Project role • Estimate time to complete a deliverable as accurately as possible and inform DM/PM/AM if the assigned time will be exceeded • Follow required QA process for every customer solution • Act as 2nd pair of eyes for colleagues • Carry out and define rigorous internal testing for all scenarios • Maintain detail / updates to Jira tickets/Cases • Brief / liaise with Hyphen8 developer resources on solution components requiring non-configurable customisation • Assign client work to other members of the team • Mentoring and coaching of team
Time Management	• Log billable time regularly and accurately • Take on all assigned work to meet the required billable % • Proactively find billable opportunities if there are project delays or insufficient assignments e.g. contact the Resourcing Manager, respond to evolve cases
Knowledge-sharing	• Prepare and deliver project demos • Prepare and deliver user training • Prepare training materials in agreed format • Produce system documentation where required • Hand over to support team colleagues following implementation • Contribute to internal knowledge-sharing (customer stories, show & tells) • Attend & lead Retros
Maintain technical knowledge	• Achieve / maintain Salesforce certifications agreed as part of Personal Development

	• Keep up to date with Salesforce platform developments including active participation in Trailhead • Maintain good knowledge of Salesforce nonprofit and Hyphen8 accelerators
Expected skills	• Consulting – proficient in ability to ask questions, validate understanding, define and clearly articulate solution options, outlining the benefits and limitations • Relationship Management – ability to develop and maintain good working relations with customers, becoming a trusted advisor • Coaching – provide coaching to members of the project team on best practice and salesforce configuration that align with deliverables • Time management – adhering to time allocated to a task, balancing unbillable time • Communication – keeping team members and customers informed with clarity and demonstrate confidence with leading meetings, training and presentations. • Collaboration - ability to work supportively and foster collaboration within a team • Problem solving – proactively identify potential issues, possible solutions and discuss with DM/PM and other team members to agree steps to mitigate and/or resolve • Attention to detail – focus on finishing touches to optimise user experience • Providing feedback on your colleagues
Values	Expected to adhere and embody all Hyphen8 values • Take pride in what we do • Think creatively • Make a difference • Support Each other • Nurture personal development • Share our knowledge • Celebrate achievement • Don't forget to have FUN

Recognition & reward opportunities	• Promotion to Lead
	• Involved in business development:
	   o Preparation/delivery of demos
	   o Prepare/input into pre-sales documentation (if requested)
	   o Writing promotional content (blog, web content)
	   o Identifying lead opportunities
	• Subject matter / product expertise:
	   o Actively contributing to technical Community of Practice

- o Actively contributing to Enablement / coaching colleagues
- o Reliable go-to for advice / 2nd pair of eyes
- o Actively participating and learning about sector wide challenges and initiatives (e.g. 360Giving, DEI Data Standard, Fix the Form)
- Initiate or own company-wide / sector strategic initiative

Last updated: 18 October 2024