



Solutions Consultant

Solutions Consultants are part of the Delivery team within Hyphen8. They may work on projects and/or evolve support cases. In most cases, they will be focused mostly on either projects or evolve cases, but they may be required to work across both depending on the level of demand we have at any point in time.

Solutions Consultants may be involved in multiple evolve cases and/or customer projects simultaneously, depending on the size of the projects and cases.

They will work alongside a Tech Leads, Senior Developers, Senior Solutions Consultants, and Service & UX Designers. They may act as the Lead on some projects as required.

Salary banding - £45,000 - £65,000

Responsibility	Summary
Scoping	<ul style="list-style-type: none">• Scope requirements for customer solutions (at a case level and on projects)• Produce basic solution design documentation following best practice, seeking assistance with time estimation• Ensure that solution design has gone through internal QA process• On occasion playback solution to customer• Write User Stories where required
Solution delivery	<ul style="list-style-type: none">• Configure Salesforce to meet customer requirements using all available native functionality• Install and configure Hyphen8 accelerators• Research / configure third party applications• Assist with mapping and import of data• Manage deployment of solution from Sandbox to production orgs
Delivery Approach	<ul style="list-style-type: none">• Follow the delivery framework and maintain regular communication with Project Lead, Deliver Manager (DM) / Project Manager (PM)/ Account Manager (AM) as appropriate

- 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 rigorous internal testing for all scenarios
- Maintain detail / updates to Jira tickets/ evolve cases
- Brief / liaise with Hyphen8 developer resources on solution components requiring non-configurable customisation

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 user training
- Prepare training materials in agreed format
- Hand over to support team colleagues following implementation
- Contribute to internal knowledge-sharing (customer stories, show & tells)
- Attend & contribute to 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 – ability to ask questions, validate understanding, define and clearly articulate solution options, outlining the benefits and limitations
- Time management – adhering to time allocated to a task, balancing unbillable time
- Communication – keeping team members and customers informed with clarity
- Collaboration - ability to work supportively within a team
- Problem solving – helping to resolve challenges
- Attention to detail – focus on finishing touches to optimise user experience

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 Senior Solutions Consultant
- Involvement in business development:
 - Preparation/delivery of demos
 - Prepare/input into pre-sales documentation (if requested)
 - Writing promotional content (blog, web content)
 - Identifying lead opportunities
- Subject matter / product expertise:
 - Actively contributing to technical Community of Practice
 - Actively contributing to Enablement / coaching colleagues
 - Reliable go-to for advice / 2nd pair of eyes
 - Actively participating and learning about sector wide challenges and initiatives (e.g. 360Giving, DEI Data Standard, Fix the Form)

Last updated: 18 October 2024