**Method Grid | Implementation Manager| Job Description v1**

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| **Job Title** | Implementation Consultant |
| **Employer** | Method Apps Limited (trading as Method Grid; methodgrid.com) |
| **Salary/Benefits** | £40,000 – £60,000 dependent on experience |
| **Hours of Work** | 40 hours/week (flexible within: 0800-1800hrs UK office hours) |
| **Vacancy Type** | Full-time (six-month probation) |
| **Location** | This role will be based at the Bath HQ office with flexibility to work between office, home and on-occasion, client premises.Method Grid offer a hybrid, flexible approach to allow you to manage both your day-to-day whereabouts and working patterns. |
| **Reporting To** | Head of Professional Services |
| **Reporting Structures** | Head of Professional Services |
| **Background to Vacancy** | Method Apps Limited is a young B2B SasS software company. Our solution (Method Grid) is an innovative platform that facilitates the capture of structured, repeatable best-practice grids and the harnessing of such grids as a project assurance/management tool in controlled environments (with a real focus on the engineering-construction sector). The company was founded in Spring 2018 by four co-founders (who developed the product from its beta foundations in 2016). We now have multiple paying, tier-one paying companies (and a community of “searing advocate” users). This is a new position created as a function of growth-enabling seed funding and with the focus on accelerating the development of the solution. The candidate must also enjoy working with a great team of co-workers who embody the cultural values of: ***Team-to-Tribe*** (highly collaborative), ***Central Rock*** (client-centricity), ***Never Settle*** (never ending pursuit of excellence coupled with humility to recognise we never get there), ***Egos at the Door*** (take our work seriously but not ourselves) and ***Fast Craft*** (ruthless speed when it comes to product development). You will work closely with the Chief Revenue Officer and Head of Professional Services to ensure that our customer on-boarding experiences and outcomes improve product adoption and maximise our MRR (monthly recurring revenue).  |
| **Key Objectives/Job Activities** | **Responsibilities*** Meet with customers to build relationships and to gather & analyse their requirements
* Advise on best practice and provide product expertise for our customer teams
* Build content like project plans, migration guides and long-term success plans
* Work on multiple implementation projects at any time
* Identify opportunities for additional services (upsell)
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| **Key Competencies** | **Essential**:* Experience of project and change management with a customer-facing capacity. Could be from different backgrounds, including; IT/software sales, management consultancy or other fields.
* Experience of requirements gathering and facilitating (or leading) system integration projects for customers
* A customer-focused mindset and personality - to deliver outstanding client experiences.
* Contribute to innovations in our all areas of the Method Grid business
* Skilled presenter, facilitator and relationship builder
* Able to produce high-quality project and reference documentation

**Desirable**:* Previous customer success experience
* SaaS product/consulting experience
* Passionate about technology
* International client-facing experience
* Experience of sales or BD in a professional services context.
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| **Personal Qualities** | * High level of self-motivation and professional pride and autonomy
* Real attention to detail
* Well organised
* Strong interpersonal and communication skills with ability to work collaboratively with customers and colleagues across various functions
* Strong alignment to our core values <https://methodgrid.com/team-values/>
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| **Qualifications** | * Relevant life and work experience
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| **Proposed Start Date** | ASAP |
| **Applications** | To apply please email steven.webb@methodgrid.com |