

HR Implementation Consultant

CIPHR are a rapidly expanding, innovative, UK based tech company who provide online (SaaS) HR systems and solutions to help organisations attract, engage, manage and retain their workforce more effectively.

CIPHR's mission is to be a strategic partner in the delivery of software and services, to unlock the true value of people-related data. We work hard to meet client demands through software, outsourcing, data management, and new forms of knowledge-based services.

With ambitious growth plans, and working in a rapidly changing and developing market, we are looking for extraordinary and talented people that will implement creative and innovative ideas and solutions.

We want to continue to expand our growing workforce with creative professionals who can add value and originality to our teams. Employees need to be dedicated to providing top-quality services and have the ability to develop a wide understanding of key HR issues and what CIPHR does to resolve them.

About the role:

As one of CIPHR's HR Implementation Consultants you will join a team of talented HR professionals. You will become a product specialist in our suite of HR modules. You will provide new and existing clients across different sectors with the guidance and support on how best to implement and configure our products to meet their requirements, all while delivering high levels of service to ensure a successful implementation and long-lasting relationship.

This is primarily a remote-based role, where you will be based from home with travel to client sites and our head office in Marlow when required.

Responsibilities:

- Consulting (remotely or onsite) on system design, configuration, industry specific features, system processes and procedures
- Recommend process improvements for clients to ensure they maximise the benefits of our solutions
- Give best practice advice based on industry standards within HR
- Provide advice and guidance to customers on system capability and usability
- Recommend improved working methods for the client to ensure that the software is being fully utilise
- Supporting clients with testing, understanding the solution and assistance during handover of the system and go live
- Utilise and manage other CIPHR resources as appropriate to achieve successful implementation
- Ensure customer expectations are managed effectively through timely and effective communication
- Create clear and concise project documentation
- Maintain knowledge of HR trends and best practice

About you:

- A HR professional that has experience using HRIS, has implemented a HRIS as part of their role or has HR implementation consulting experience – has knowledge of software implementation
- Strong experience working in a customer facing role
- Effectively engage with stakeholders across all levels of client's organisations
- Ability to engage and understand complex customer requirements
- Excellent written, verbal communication and presentation skills
- Ability to work under pressure and maintain deadlines
- Enjoys working in a highly collaborative team environment
- Strong knowledge of Microsoft Office products
- A driving licence is required as there may be some travel to client sites
- HR qualification would be desirable