

JOB TITLE: Spend Management Consultant
BASED AT: Worship Street, London EC2
REPORTS TO: Head of Spend Management Business Unit

Job Purpose

The Spend Management Consultant will be responsible for assisting in the implementation of a wide range of procurement projects with Touchstone's clients. The role is principally based on providing specialist application consultancy services to understand a set of requirements and then scope, design, configure, train, test and take-to-live our software solutions to meet those requirements.

Key Responsibilities

- Acquire and maintain a good level of knowledge and skills specific to our Spend Management suite of software solutions
- Implement our suite of Spend Management solutions to meet our clients detailed requirements
- Run customer based system design workshops for requirements gathering and business process mapping
- Produce comprehensive and professional documentation including systems design documentation, Process Maps and Workflows
- Work closely with the Project Manager to ensure projects objectives are delivered on time & within budget
- Work closely with the Sales Team to support pre-sale activities where consultancy / technical skills are required
- Carry out system testing, training and troubleshooting
- Learn and adhere to all Touchstone project methodology and processes
- Become accredited in the chosen product set by studying and sitting the appropriate software authors examinations
- Keep abreast of changes, new releases and ancillary products through formal training and self-learning
- Where necessary, shadow more experienced colleagues and act in a support role to them on implementation projects
- Adhere to Company documentation and quality standards at all times
- Maintain effective communications with the Project Office on all aspects of personal scheduling and project scheduling
- Ensure the highest levels of customer service are provided at all times, for internal and external customers
- Learn and become fully conversant with all Touchstone project methodology
- Complete time-sheets, expenses and work packages in line with Company deadlines
- Adhere to company documentation and quality standards at all times

Knowledge, Skills, Behaviours & Experience

- Previous experience of working within a customer-facing environment would be an advantage
- Knowledge of Procurement Solutions would be an advantage
- Understanding of end-to-end procurement-based business processes would be a key advantage
- Strong IT skills, in particular, Microsoft Office
- Desire to work in a digital transformation environment
- Good interpersonal and communication (written and oral) skills
- The candidate will be based from our office in London. However, time will be spent on client sites in the UK. As such able to spend occasional nights away from home and work extended hours when required is key.
- Must have a clean or near clean driving licence