



Implementation Consultant

Full-time permanent
Remote first/flexible working
Competitive salary + bonus

We create learning with impact



Established in 2005 in Northern Ireland, Synergy Learning is an award-winning global learning technologies company helping customers in over 40 countries.

We're a global leader in the design and development of custom learning solutions, having developed over **1000 projects** helping over **2 million learners** worldwide. We are a **Premium Certified Moodle Partner** and a **Platinum Totara Alliance Partner**, winning numerous awards in recognition for our work with these platforms. We work in partnership with customers as diverse as Samsung, Amazon, Save The Children and the National Health Service to help them improve their performance & make lasting impact on their employee development.

As a **remote-first** team with access to office hubs across the UK and Ireland, we foster incredible flexibility for our team and give them the opportunity to work in the best way for them. Our team and our culture makes Synergy Learning what it is today, shaped by our work and the people who deliver it; we'd love for you to be part of that!



Our Vision

To be the world leader in results-driven learning technologies that **Excite, Engage & Empower**.



Our Mission

To create incredible learning experiences using technologies that deliver tangible, compelling results for our customers.



Our Values

We **WOW!** We are **passionate & committed**.
We are **innovative**. We have **fun**.
We are **1Team**.



The benefits



We're focused on delivering incredible results for our customers and we know that our team work hard to achieve this. We want to make sure you're rewarded for your efforts beyond your salary. Wellbeing, workplace culture and recognition are some of the key focus' rewarding all 1Teamers with an market-leading package of employee perks and benefits.



**Welcome Pack
with Latest
Hardware**



**Bonus &
Workplace
Pension**



**Access to a
modern, high-spec
Hub in Belfast**



**PIRKX
Employee
Perks Scheme**



**Team-led
Social Events**



**Birthday
Vouchers**



**Charity
Initiatives**



**20 Days Work
From Anywhere
Outside UK**



**52 Hours
Personal
Learning**



**35 Days
Annual Leave**



**Award
Winning
Wellbeing
Programme**



**Remote-first,
Flexible
Working
Model**

Implementation Consultant



Overview

Synergy Learning is looking for an Implementation Consultant to work on a range of exciting innovation, proposition development and platform launch projects in the UK and beyond; helping to Excite, Engage and Empower our Customers as they implement and embed results-driven, technology-enabled learning.

As an Implementation Consultant, you will engage with our Customers from the outset of a project through to project completion. You will be responsible for the technical and functional set-up of learning platforms in close collaboration with our customers and global team.

In order to best help our customers you will need to be an expert in Moodle and/or Totara. You will be a product expert and deliver successful implementations by configuring the system to achieve Customer requirements, playing a key role in ensuring on-time, on-quality and on-budget project delivery.

This is a UK or Ireland based remote -first role, with some travel when safe to do so. You will also visit our Belfast Hub from time to time for learning & collaborative purposes.

Job Purpose

The Implementation Consultant's purpose is to work closely with our Customers, supporting the defining of requirements through consultation and the implementation of their learning platform against these.

Internally the role will work collaboratively with Sales, Operations, Support and Project Management to ensure our Customers receive the level of service we aspire to deliver as leading Moodle and Totara Partners.

This role is a key part of our Customer Experience and will drive the communication during the onboarding process of new Customers and in building relationships with existing Customers.

Implementation Consultant



Key Responsibilities

- Conducting discovery meetings with Customers, defining their requirements and aligning the purpose and value of our platforms to meet these
- Accountable for day to day work and collaboration with project managers and team members to ensure a successful project outcome
- Working independently or collaboratively on platform implementations to meet/exceed our customer needs
- Completing implementation projects on time and within budget
- Managing the relationship with the customer and being the primary “face” to the customer throughout the implementation process
- Providing and educating our Customers with best-practice guidance on processes and leveraging the platform to add value to their organisation
- Documenting the project implementation and tracking customer enhancement requests or discovered platform issues
- Actively engaged with own professional learning, development and performance alignment
- Actively contributing as a team, supporting others in proactively sharing ideas and best practices with fellow team members and participating in team meetings and activities

Relationships & Reporting

- The Implementation Consultant will work collaboratively with other Consultants, Project Management, Sales and Operations on a regular basis, and the wider Customer Experience Circle.
- Reporting to the Head of Customer Experience

What we are looking for in **you**



You must have

- At least 3 years hands-on experience with Moodle and/or Totara platforms within an administration, configuration, or implementation role of learning platforms
- Ability to work independently to problem solve
- Ability to collaborate with others, at all levels of an organisation and communicate complex technical concepts
- Strong organisational skills and excellent attention to detail
- Ability to think strategically
- Excellent interpersonal and communication skills
- Ability to multitask with dedication and commitment to Customer success
- The ability to set and communicate expectations internally and externally
- Ability to meet deadlines

We would love you to have

- Experience within the eLearning sector
- Experience of using JIRA and Asana
- Project management experience

How to apply



If you are suitably qualified and experienced and you think you would like to join us, then we'd love to hear from you! Here's how you can apply:

-  Follow the link to Apply Now to begin your application
-  Upload and attach a copy of your up-to-date CV
-  Attach a cover letter explaining why you're the best person for this role, outline your career objectives and how Synergy Learning can help you fulfil them.
-  Answer the supplementary questions as best you can and submit your application: easy!
-  We will respond to every applicant and our People Circle will contact you to arrange an interview if your skills and experience are a strong match for the role.

We are an **equal opportunities employer** and welcome interest from all suitably qualified individuals. We always recruit on merit alone, but as we are currently underrepresented by **females** in our workforce, we would particularly like to encourage women to apply.

If you are disabled, and/or require any **reasonable adjustments to assist you** in applying for this role, or in due course, attending an interview, **please let us know** and we will do all we can to facilitate the request(s).

Data Protection

By applying for this position, you agree that we can process your data. We process this data for recruitment purposes only. We are storing this data in our Applicant Tracking System, which stores data in the U.S and is fully compliant with the EU data protection laws, and we will not share it with anyone else. We would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles. Here's a link to our privacy policy. (<https://bit.ly/2KzSF6W>). In this policy, you will find information about our compliance with GDPR (data protection law). You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data. You can contact our DPO at dpo@synergy-learning.com for more information.