



# Solutions Consultant (Pre-Sales)

Remote first, flexible working

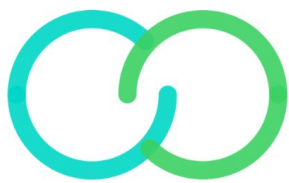
Salary: £45,000 - £50,000 + OTE



# POWERING PEOPLE TO POWER PROGRESS

**1Team** is both who and what we are.

It's our diverse and inclusive team and the culture we create together. It's a collaborative community committed to using the power of learning to help our customers reach their goals, inspiring each other to achieve extraordinary things together. Diverse though we are, 1Teamers share three key characteristics: we are driven to achieve excellence, we are committed to learning and sharing knowledge, and we stay open and curious, caring about each other, our customers, their learners and our communities.



**TO CONNECT**



**TO CREATE**



**TO WOW**

We are a remote-first business with a fantastic collaborative Hub in Belfast's Titanic Quarter, which we use for our quarterly All Hands meetups and to work collaboratively together when desired. If our expertise, outstanding flexibility and 1Team Culture sound attractive to you, and you have the skills and experience to apply for this role, we would love for you to apply.

# JOB OVERVIEW



## Solutions Consultant (Pre-Sales)

The Solutions Consultant is a specialist role within Synergy Learning, combining deep platform knowledge with commercial awareness to help us win the right work. You will work alongside Business Development Managers on qualified opportunities, shaping solutions, strengthening discovery and delivering relevant demonstrations across Moodle LMS, Moodle Workplace and Totara.

This is not a pure demo role. You will be expected to shape solutions, challenge where needed and play a real part in how we win work. The role plays a key part in improving win rates, making sure what we propose fits the need and can actually be delivered.

## Job Purpose

You will support the Sales Circle in turning qualified opportunities into clear, commercially sound solutions that fit both the customer need and how we deliver.

Discovery needs to be thorough, solutions need to make sense and demonstrations should clearly show how our platforms meet customer requirements, while staying aligned with how the solution will be delivered.

## Responsibilities

### Opportunity support and solution shaping

- Work alongside Business Development Managers on qualified opportunities to build a clear understanding of customer needs and context
- Lead structured discovery to understand what is driving the opportunity, how decisions will be made and what success looks like
- Translate customer needs into clear, practical solution approaches across Moodle LMS, Moodle Workplace and Totara
- Advise on platform fit and structure based on use case, constraints and scale, proposing practical ways to meet requirements where possible
- Spot risks, gaps or misalignment early and deal with them clearly
- Keep one eye on customer needs and the other on what makes sense commercially

### Demonstrations and platform expertise

- Design and deliver tailored demonstrations aligned to the customer's use case and priorities
- Configure demo environments or example content where needed
- Explain platform capabilities clearly to both technical and non-technical audiences
- Be clear on limitations while proposing practical alternatives and setting realistic expectations
- Maintain strong, current knowledge of Moodle LMS, Moodle Workplace and Totara

# JOB OVERVIEW



## Solutions Consultant (Pre-Sales)

### Responsibilities

#### Discovery and sales collaboration

- Support and develop Business Development Managers in preparing for discovery calls, demos and key meetings
- Work closely with the Consultancy Circle to validate and refine solution approaches
- Contribute to discovery sessions where deeper platform or structural input is needed
- Work with the Sales Circle to shape the deal approach and next steps
- Make sure there is a clear understanding of what is being proposed before moving forward
- Review the pipeline with the Sales Manager to identify where to add value
- Play an active role in shaping deal strategy so solutions progress and close

#### Tendering and proposal support

- Contribute to tender responses, shaping solution design and technical responses
- Clearly articulate how the proposed solution meets requirements
- Keep proposals, demos and messaging consistent
- Provide input into scope, assumptions and effort to support a sound proposal

#### Alignment with delivery

- Work with Consultancy and Project Management Circles to make sure proposed solutions are deliverable
- Ensure key assumptions, constraints and risks are understood before the deal close
- Support handover into delivery with a clear context on what has been sold
- Provide clarification on solution intent during delivery, where needed, to keep things aligned

#### Market awareness and development

- Stay aware of developments in the learning technology market and competitor positioning
- Understand where our platforms are strong and where expectations need to be managed
- Continue developing knowledge of platform capabilities, use cases and emerging features

#### Professional development & networking:

- Proactively seek out training opportunities, workshops, or seminars to elevate skills, knowledge, or industry insights relevant to your aspirations.
- Attend industry events, conferences, or webinars to expand professional networks, learn from peers, and keep a pulse on SME challenges and opportunities.
- Actively participate in our performance enablement programme through positive engagement in 1:1s, the acquisition of skills and the achievement of agreed goals.

# JOB OVERVIEW



## Solutions Consultant (Pre-Sales)

### Relationships & Reporting:

- **Reporting to: Lead Consultant**
- **Internal Collaboration:** Works closely with the Sales Circle on active opportunities and with Consultancy and Project Management Circles to ensure alignment between sales and delivery.
- **External Collaboration:** Engages with prospective customers during discovery, demonstrations and tender processes as a credible platform and solution expert.

### Essential Criteria - You must have

- Residency, along with the right to work in UK or Ireland
- Expert knowledge of learning platforms, ideally including Moodle LMS, Moodle Workplace and/or Totara
- Proven experience in a pre-sales, consultancy or solution-focused role within a B2B environment (minimum 2 years in a relevant role)
- Proven experience leading discovery and shaping solution approaches based on customer requirements
- Experience delivering tailored demonstrations to a range of audiences

### Valuable Experience - We would love you to have

- Hands-on experience with Moodle LMS, Moodle Workplace or Totara in a customer-facing context
- Experience supporting complex or multi-stakeholder sales cycles
- Exposure to LMS implementations, integrations or migrations
- Experience contributing to tenders or formal proposals
- Familiarity with CRM tools such as HubSpot CRM
- Familiarity with tools such as Jira or similar for tracking and collaboration

# WE ARE LOOKING FOR SOMEBODY WHO...



- Can confidently lead customer-facing demonstrations and discussions with a range of stakeholders
- Demonstrates strong written and verbal communication skills, and is able to explain technical concepts clearly
- Is comfortable working with ambiguity and bringing structure when things are not fully defined
- Can develop & communicate clear, practical solutions based on customer needs
- Is comfortable working alongside sales teams while maintaining focus on solution quality and deliverability
- Is comfortable challenging constructively where needed, with clear alternatives
- Is organised and able to manage multiple opportunities without losing momentum
- Understands the balance between commercial goals and delivery feasibility
- Aligns with Synergy Learning's mission, vision and values, and is keen to contribute to our 1Team culture
- Will co-locate for onboarding and collaboration purposes from time-to-time.
- Has a hunger for learning and a demonstrable track record of engaging with continuous professional development or experiential learning.
- Can work independently, yet also team-orientated.
- Brings experience of working effectively in a remote environment while maintaining visibility and collaboration

# BENEFITS & PERKS



1 Team work hard to achieve incredible results for our customers, so we want to be sure everyone is rewarded for their efforts on top of a competitive salary.



Access to our state-of-the-art **Belfast Hub**

Flexible remote-first working model with core hours 10am-3pm



- **Bonus Scheme**
- **Pension Plan**
- **Life Cover**
- **Enhanced Maternity & Paternity leave**



A welcome gift box with the latest **cutting edge tech** and accessories



# 4

All Hands company wide meet-ups in Belfast per year for **connection, collaboration and social activities**



- **35 paid days annual leave** including 7 bank holidays
- **Birthday day-off**
- **Birthday gift voucher**
- **Holiday purchase scheme**
- **90 days work-from-anywhere**
- **52 protected learning hours**
- **Funded training and qualifications**
- **Wellbeing check-ins**



- **CSR initiatives**
- **15 volunteering hours**
- **Passionate about equity & opportunity**

# AND MORE...

Explore the full range of benefits and perks [here](#).

# 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 '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](#). 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](mailto:dpo@synergy-learning.com) for more information.