

Delivery Consultant

We are an established, dynamic company that provides global software and business solutions to the Aviation and Service Management industries. We've been at the forefront of our industry for over a decade, providing solutions to some of the world's biggest organisations.

Job Title:	Delivery Consultant
Department	Delivery
Reports to:	Programme Manager
Location:	Australia - Sydney office

Job Purpose:

The Delivery Team has responsibility for ensuring the successful implementation and timely completion of a wide range of software product solutions by effectively leading and managing the deliverables on the ground as an integral part of our client's and internal teams.

The Delivery Consultant's role is to operate within the confines of our delivery methodology to:

- Scope business requirements which can be articulated to internal and external stakeholders, using appropriate workshop techniques and modelling languages.
- Implement / Configure 'Zafire Delivery' elements of the Projects outcomes / deliverables within time, scope and budget.
- Perform Quality Assurance functional tests on deliverables to isolate and aid in the resolution of product incidents and issues.
- Prepare product materials and other supporting documents to communicate complex and technical product information.
- Develop positive relationships with clients and drive customer satisfaction.

Primary Responsibilities

➤ Business Scope & Priorities

- Capture, analyse and define the client's business needs within the context of the chosen solution.
- Articulate the solution requirements effectively to technical leads and stakeholders.
- Provide day to day expertise and guidance on the design & implementation of the product/solution.
- Implement/configure the solution/Product either remotely or on site to the clients Customer Design Document
- Communicate with clients throughout the implementation process to obtain feedback and approval.
- Proactively identify, monitor, and mitigate risks and issues that may affect project efficiency, effectiveness, quality, timeliness, productivity and agreed timelines.
- Identify stakeholders, understand their point of view and inform the Programme/Project Manager to aid the definition of the Programme/Project communication plan.
- Highlight changes to the Programme/Project Manager for subsequent investigation and resolution, monitoring items identified as requiring a change control and reporting on progress.

➤ Quality Assurance & Troubleshooting

- Design and perform Quality Assurance product tests (manual or automated) that are based upon the products business requirements.
- Create and maintain the product test collateral (documentation or media).
- Interact with Zafire developers to assist with troubleshooting and the identification of issues if required.
- Track and escalate impediments and manage risk and issues.

➤ Training & Technical Authorship:

- Performing Training Needs Analysis's to aid in the design and the delivery of the end user product training.
- Deliver product training either face to face at customers premises or via media such as Teams / Zoom.
- Maintain a collateral repository to ensure that all product and customer collateral is up to date and relevant.

- Review Delivery Consultant process outcomes and benefits with the Programme/Project Manager on project completion, for future project decision-making.

Accountabilities

➤ Follow company systems and procedures at all times to ensure compliance in all aspects of work
➤ Actively take part in the Company PDR process, which is to be conducted on at least an annual basis
➤ Actively support and take part in appropriate learning and development opportunities
➤ Adhere to health and safety policy and other requirements relating to care of equipment
➤ Ensure daily completion of any required timesheet
➤ Demonstrate and work by the Company values at all times
➤ Additionally, you may be called upon to undertake other tasks within the company as may be reasonably requested based on your knowledge and experience.

Professional Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> ➤ 3+yrs experience in a similar solution delivery role ➤ Aviation industry experience 	<ul style="list-style-type: none"> ➤ Professional certification
Experience	<ul style="list-style-type: none"> ➤ Exceptional written and verbal communication skills ➤ Experienced in logically analysing customer problems and processes through to satisfactory conclusion. ➤ Demonstrable experience in business analysis tools and techniques ➤ Knowledge of software development methods such as Agile or appropriate modelling skills ➤ Knowledge of Quality assurance methods. 	
Personal Skills	<ul style="list-style-type: none"> ➤ Communicative and outgoing ➤ Strong organisational Time management skills ➤ Forward thinking ➤ Problem solver ➤ Ability to adapt to an everchanging environment 	

Personal Attributes

Strong assignment delivery skills needed to implement programmes / projects and or design requirements to challenging timescales.
Capability and flexibility in supporting business development and account activity to help drive growth and new business opportunities.
Ability to operate sensitively in situations where there is uncertainty and potential for conflict
Ability to plan, organise and communicate effectively to individuals and teams as part of delivering challenging objectives within a client environment.
A self-starter possessing the drive and courage to meet and exceed performance management targets.
Ability to develop positive relationships with clients and drive customer satisfaction.
Be regarded or move towards a Subject Matter Expert (SME) and an innovative and progressive thinker, recognised by clients and peers as an authority in their chosen SME area.
Adept and adaptable communicator, negotiator, and forward thinker, bringing fresh thinking, thought innovation to our clients and markets using highly effective inter-personal skills, verbal and written communications.
Demonstrates the values of Zafire delivery as a role model and its commitment to making a difference.

Name:		Manager:	
Signature:		Signature:	
Date:		Date:	