



SENIOR IMPLEMENTATION CONSULTANT – BUSINESS DEVELOPMENT

Location: Home based (UK wide travel required)

Reporting to: Director of Professional Services

THE COMPANY

Multi award winning Peppermint Technology is the UK's fastest growing legal Software Company. We provide a game changing business technology Platform for the legal sector that hosts an array of business applications including Business Development (CRM) Practice Management, Case & Matter Management, and Document Management. The Platform is a SaaS (Software as a Service) offering which is built and certified on the Microsoft Dynamics platform.

Peppermint's success is recognised by the industry in a whole series of awards, including UK IT Awards Best Small Tech Company, Best Cloud Application World Series Award, Legal KnowList Innovation, Legal KnowList Leadership and Microsoft Dynamics ISV UK Partner of the Year.

Peppermint hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal Software Company.

SUMMARY

Peppermint Business Development and Peppermint CX are enterprise software solutions uniquely designed by Peppermint for the legal sector. This role will be pivotal in supporting the deployment and implementation of both our new Peppermint Business Development product and the specific Business Development offering within our CX product.



RESPONSIBILITIES AND DUTIES

You'll be providing specialist advice to our customers to ensure they get the most out of their software investment as a business development/CRM solution.

Peppermint's software is built on Microsoft Dynamics 365, so you'll be working with the industry-leading technology.

As an advocate and expert in the Business Development/CRM domain, you'll be drawing upon your experience and business analyst skills to guide and advise customers on how best to deploy their software specifically to manage, enhance and drive successful customer relationships and business growth. Technically savvy, you'll quickly learn how to maximise the Peppermint Business Development and CX software functionality and will both configure the product and train client-side specialists on the use of the software to deliver the best results for each.

Primarily, you'll be working to assist customers to implement their software as part of a new project – but you may also re-engage with existing customers to maximise usage & value. You will also support your Peppermint colleagues – in the field and in sales activity – to build knowledge and to help us grow. Through your work in the field, you will learn and develop new insight and functionality ideas. Working with our product and development teams you'll help inform our product roadmap.

In exchange, we'll give you an exciting, challenging role that you can put your stamp on. You'll be part of an established Consultancy team who will offer support and camaraderie along the way.

KEY RELATIONSHIPS

- Product team
- Customers / Prospects
- Sales and Marketing teams
- Service Delivery Team
- Development and QA teams



EXPERIENCE

You'll need to have previous experience in implementing CRM/Business Development software solutions within law firms (or similar environments). Critically you will need to demonstrate proven experience in;

- Defining the customers goals and business development success requirements
- Business Analysis and Consultancy
- CRM/Business Development software architecture
- Data Analysis
- Technical functional Implementation skills – e.g. software configuration, building workflows

In addition, the following experience is desired;

- Project Management experience
- Experience with MS Dynamics 365 is preferred but we will consider applicants with experience in other leading software systems.

COMPETENCIES

In this role, you'll need to:

- **Be commercial** – you'll have strong commercial acumen with the ability to advise our customers how Peppermint Business Development can give them the competitive advantage and how to translate their goals for growth into a reality, using Peppermint's leading-edge software.
- **Understand Legal** – you'll know how law firms 'tick'. You will have had experience successfully implementing software into law firms and legal organisations.
- **Be a consummate professional** – you will have client facing consultancy skills up to Board level.
- **Be an expert** – your knowledge of CRM/Business Development software and the functionality of Peppermint's products will enable you to help our customers create solutions within the software to drive their business forward. Known for your creativity and customer insight, you will be instrumental in driving ongoing improvements in the Peppermint Business Development offering and the wider Peppermint CX solution.
- **Be organised and methodical** – you know if you are!



- **Be articulate** – you'll impress our customers with your ability to translate how our products support their CRM/Business Development strategy. Your written documentation will be second to none.
- **Be a relationship builder** – you'll use your strong interpersonal and communication skills to build rapport internally and externally.
- **Be supportive** – you will share information and provide advice – both to our customers, prospects and internal Peppermint teams
- **Be a team player** – teamwork is a key part of our success and culture.

CONTACT

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