

Triaster- Job Description

Job title:	Customer & Partner Enablement Executive
Direct reports to:	General Manager
Status	Permanent
Hours	37.5 hours per week
Location	Remote Working and Customer Sites
Last Reviewed by:	Carma Evans
Last Reviewed date:	19/04/2021

Company Overview:

Who Are We?

Triaster was set up by Michael Cousins in 1994 and is now an established company based in Oxfordshire. We have global blue-chip customers, some of whom we have been working with for many years. Triaster retains its friendly family feel whilst delivering a very professional service. We are proud of the personal relationships which, as a small company, we can develop between staff and our customers. At the same time, we deliver excellent value and have adopted the approach and behaviours of a much larger company.

What Do We Do?

Triaster specialises in Business Process Management Systems. In 2000, Triaster developed and started selling process mapping software called Process Navigator. In the years since, Triaster's offering has developed significantly and now offer a complete solution. Customers benefit from a Triaster Process Library System which includes a web-based library, process mapping software, design, implementation and ongoing support. Onboarding training will be delivered by the Customer & Partner Enablement Executive.

In 2019, Triaster developed and launched a second product called Ask the Crowd (ATC) which is an online process execution tool. In 2021, Triaster plan to launch additional SaaS products for which a Customer & Partner Enablement Executive will be responsible to onboard customers and build and maintain partner relationships.

Position Overview:

As a Customer & Partner Enablement Executive, you will play a critical role in ensuring the successful delivery of onboarding services (training and instruction) for all of the Triaster products to new and existing clients. Training will be delivered remotely on the majority of occasions. However, some customers may request onsite training so the employee must be willing to travel and have the ability to pass customer security checks. Successful training programmes should influence future lifetime value through higher product adoption and customer satisfaction.

You will have a remit to develop, edit and maintain online training/assessment materials for all Triaster products in the Learning Management System (LMS). In addition, they will monitor feedback for courses and assessments to identify improvement opportunities. Interaction with other internal departments (e.g. product development team, support) will also be core to their activity.

You will become an expert in Triaster's products and services, and be able to work cross-functionally to develop and maintain partners and create learning programs to ensure they are equipped with the technical and functional knowledge about our products to successfully sell and implement them.

Regular and effective communication will be maintained with partners and you will agree business terms with them and pass on consultancy requirements from Triaster clients and prospects to the appropriate partner for a suitable business gain.

You will also have the remit to define and organise the Partner Programme, and the different strata and business terms that comprise it. Effectively reporting on the status and progress of these schemes to other departments within Triaster will be essential.

There will also be sales opportunities that could be found for Triaster from within the partner base. Finding and sourcing these leads and passing them onto the sales function will also be required. The partner company in question will in turn be entitled to some form of reward (usually commission).

Other Responsibilities

You will be required to perform User Acceptance Testing (UAT) for new software products and versions, and since Triaster is an SME, it may be necessary for you to adopt extra tasks and duties to support the wider team or in extenuating circumstances. These could include fielding a support enquiry, fulfilling miscellaneous administrative or technical tasks, or sitting in for an absent colleague in a meeting. There are also clerical and compliance responsibilities that all Triaster employees must fulfil.

Main Areas of Responsibility:

- Deliver onboarding training to customers
- Maintain strong business relationships with partner companies, opening up opportunities for these organisations and for Triaster sales
- Be the central point of contact for all partners
- Establish a trusted/strategic advisor relationship with all customers and Partners to drive continued value of our products and services
- Develop, review and maintain content on the e-learning and assessment platform (SAP Litmos)
- Learn the product roadmap, understanding current functionality and future offerings
- Collaborate with product, business development, and marketing teams to develop enablement guides and tools
- Ensure partners understand who we are, what we do and our culture
- Identify possible cross-sell and up-sell opportunities and pass these to the sales team in a timely manner

Qualifications and Experience

Required Skills

- Strong people skills and a team spirit
- A will and capacity to learn about software
- Strong time management skills as multiple customers and resources will need to be managed at one time
- An ability to work independently, proactively and remotely
- A flexible and positive approach to the work required. This role may involve working out of hours (for travelling to sites) as the workload demands
- A willingness to travel both in the UK and internationally
- A high level of professionalism and approachability

Desired Skills

- Strong organisational skills and able to prioritise and deliver within high-pressure, business critical environments
- Experience with Microsoft Visio, Microsoft Teams
- Experience building and delivering effective training programs, especially in a technical environment
- Experience developing training programmes in SAP Litmos
- Strong project management skills, and will be able to coordinate with multiple teams to scope, execute, and measure learning programs

Personal Qualities

We are looking for an adaptable corporate all-rounder with a diligent work ethic who can work effectively with cross-functional teams, build strong working relationships, communicating effectively with our customers and Partners and who will enjoy being part of a customer success team that has strong relationships with customers.

Salary and Benefits

- £25-£28K per annum
- Remote working
- Flexi-time
- 25 days leave per annum
- Up to 4% stakeholder pension contribution, to match the employee contribution
- Performance bonuses
- Company funded social programme

Triaster's Commitment to a Fair and Equal Recruitment Process

Triaster is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, nationality, marital status, disability or gender identity.