



JOB TITLE: Product Manager / Solution Architect

BASED AT: Hybrid – Office 2 Days / Remote 3 Days

REPORTS TO: FMS Business Unit Director

Job Purpose

This is a new senior multi-discipline role to support the continued growth of Touchstone FMS. It is key to ensuring that the best of breed solutions that we offer our customers are high quality, that the individual components work seamlessly as a single solution and what we propose to customers stands up to scrutiny and delivers the benefits that they expected.

As the person responsible for architecting the solution you will also be expected to work with teams across the business to own and create a comprehensive statement of works and commercial estimates for implementation services to deliver the solution.

You will also be expected to work with the Sales Team to lead on major bids and opportunities; this will involve working on ITTs and RFIs, as well as opportunities generated through our own marketing efforts and networking contacts.

As a senior manager you will lead a small team of pre-sales consultants, whose activities, and diaries you will manage and co-ordinate along with the Project Office to ensure a proper and professional service is provided to both internal (Sales) and external (Customers) clients.

Another important part of the role is Product Management. You will be responsible for keeping our products and services portfolio under review and ensuring that our solutions are contemporary, relevant, and keeping pace with our customers' needs and market demands. You will be responsible for establishing and maintaining key relationships with our business partners to ensure that Touchstone are always at the forefront of their thoughts.

We are looking for an enthusiastic, dynamic, and experienced individual who will take on a range of responsibilities as detailed below to cover our solution portfolio including Infor SunSystems, HxGN EAM, Infor OS, TimeXtender and Sysynkt applications.

Websites: www.touchstonefms.co.uk www.touchstonebi.co.uk www.touchstoneenergy.co.uk

Key Responsibilities

- Work with the sales team to architect a reliable and robust solution made up of individual software components from our application portfolio.
- Acquire and maintain excellent working knowledge of all our main software applications either within your own skillset or that of your team.
- Keep abreast of changes, new releases, and ancillary products through formal and informal training (self-learning).
- Be responsible for leading the preparations and delivery of presales presentations for our solutions portfolio, yourself and or your team.
- Ensure our solutions are at the forefront of the market and in sync with our customers' needs.
- Ensure that our pre-sales systems are maintained to a high standard with demonstrable software harnessed together in a compelling solution.
- Attend customer and prospect meetings and be the subject matter expert on hand to support the salesperson.
- Work with Sales as part of a bid team, to put forward our solutions in an innovative and compelling way, to increase our chances of winning.
- Responsible for owning the SoW (Statement of Work) process as part of the sale, co-ordinate across the business the relevant people to input to that process from which a commercial estimate can be created.



- Establish and maintain a healthy and fruitful relationship with our key business partners ensuring Touchstone is held in the highest regard.
- Acquire and distribute relevant and important knowledge to Sales and delivery teams within the business.
- Maintain our library of product information (on SharePoint) as a key resource for Sales and other teams to use.
- Attend business partner seminars and conferences to represent Touchstone and maintain our profile as a leading partner.
- Work with the Sales & Marketing teams to resource seminars, webinars, and other customer events, including presenting and leading such events.
- Work on any other reasonable request from the Business Unit Director.
- Always represent Touchstone in a courteous and professional manner.

Key Personal Attributes

- Desire to pursue a career in a fast-moving sales and service driven environment.
- Interested in using technology to drive beneficial outcomes.
- Excellent communication skills both verbal and written.
- Persuasive, confident, yet friendly and personable.
- Dynamic, confident self-starter.
- Curious, interested, probing, and challenging.
- Desire to be part of a winning team.
- Takes pride and care in their work.
- Helpful, engaging and results orientated.
- Customer first attitude.

Experience

- Has worked in a similar role in ERP / FMS space or;
- Worked in a lead pre-sales capacity in the ERP / FMS space or;
- Worked for at least 5 years, in a senior delivery / consultancy role in a multiple application end user landscape.
- Able to articulate a technical proposition to non-technical users.
- Been a key influencer in a software selection process.
- Worked with C level and senior management teams.
- Team leader / proven manager / motivator / winner.

Benefits

- 25 days' annual leave
- Pension auto enrolment after three months (4.5% matched)
- Private Healthcare (after probation period)
- Death in service insurance
- Access to EAP programme
- Exercise subsidy
- Cycle to Work Scheme