

Internal Systems Project Consultant

Location: Hybrid

Hours of work: 37.5 hours per week

Reports to: Head of Internal Processes and Systems

A bit about us:

We're Tecman. For over 30 years, we've been helping manufacturers and distributors use technology to make their businesses simpler, smarter and more efficient. As a Microsoft Dynamics 365 partner, we use Business Central, CRM, Power Platform and AI tools to help our customers move forward.

But technology alone doesn't deliver the impact; it's our team that really works the magic. We develop a deep understanding of how each customers' business works and what success looks like for them before recommending the best way to get there.

We're proud to have been recognised by Great Place to Work® over multiple years. It reflects our commitment to creating a workplace where people can enjoy what they do, keep learning and make a genuine difference. And that shines through in the experience we deliver for our customers.

We're big on trust and ownership, giving people the freedom to do great work, bring fresh ideas to the table and have fun along the way. We're supportive without standing still and we're always looking for better ways to do things – for our customers and for each other.

Overall Responsibilities:

To deliver internal technology and process improvements across Tecman, working across business systems, AI-enabled solutions, automation and new technology.

This is a varied, hands-on role working from a direction and intended outcome defined by the Head of Internal Processes and Systems in which you will take responsibility for investigating requirements, evaluating and implementing solutions, engaging stakeholders, defining processes, conducting testing, producing documentation, delivering training, and supporting the successful implementation of change.

This role requires someone who can move beyond identifying problems and take a practical, solution-focused approach to resolving them. You will personally undertake core functional activities whilst also planning and managing smaller internal projects where specialist input is required.

You will provide proactive organisational and administrative support to the Head of Internal Processes and Systems, helping to manage priorities, coordinate meetings and actions, prepare information and documentation and ensure that commitments are followed through.

Advances in AI and agentic development tools are increasing the pace of internal development, and this role will help convert that capability into controlled, well-tested, documented and adopted business improvement.

Main Areas of Responsibility:

- Investigate business requirements, current processes, user needs and intended outcomes – understanding the underlying problem, its causes and its impact
- Gather and evaluate relevant information before recommending practical options or next steps. These include functional testing and scenarios, verifying how these have then been resolved to agreed requirements along with supporting evidence
- Take ownership of progressing issues towards resolution - supporting rollout, gathering feedback and monitoring adoption and intended benefits
- Run stakeholder discussions and translate business needs into clear functional requirements.
- Identify risks, dependencies and barriers and take appropriate action to resolve and manage them
- Review technical and AI-generated information for accuracy, clarity, completeness and suitability
- Translate technical concepts into clear information for users
- Engage confidently in technical discussions and ask appropriate questions to clarify terminology, functionality, limitations and implications
- Support implementation, gather feedback and monitor adoption and intended benefits – recommending further action where the intended improvement has not been achieved
- Plan, coordinate and deliver internal projects and defined workstreams from initial brief through to rollout and review
- Develop and maintain project plans, action logs and progress records, monitor milestones, deadlines and risks and proactively follow up on actions and discrepancies.
- Coordinate the people and resources required to achieve project objectives, provide regular progress updates and escalation of material blockers
- Produce supporting documentation including user guides, process documentation, training materials and implementation resources.
- Keep Azure DevOps and other agreed project or business systems accurate and up to date
- Proactively support the Head of Internal Processes and Systems with personal administration relating to the management of priorities, commitments, actions and deadlines

The Person

We are looking for a proactive and organised individual who takes ownership, works independently and follows tasks through to completion. They will be naturally solution-focused, able to investigate issues, ask the right questions and identify practical ways forward. Comfortable managing multiple priorities, they will bring structure, momentum and attention to detail while remaining adaptable when priorities change.

The successful candidate will be confident working across a variety of activities, including administration, project coordination, stakeholder engagement and technical discussions. They will be able to understand and communicate technical concepts without needing to be a developer, adapt their communication style to different audiences, anticipate support needs and handle sensitive information with professionalism and discretion. They will also know when to act independently and when to seek guidance or escalate appropriately.

Experience (essential)

- Ability to understand business processes and translate requirements into practical system and process improvements.
- Independently delivering smaller projects from initial objective through to rollout and review.

- Strong hands-on functional testing experience, including test scenarios, acceptance criteria, bug recording and validation of resolutions.
- Facilitating stakeholder workshops, organising resources and working effectively with developers and other specialists.
- Strong organisational skills including diary and meeting coordination, action tracking, documentation preparation, prioritisation and follow-up.

Experience (desirable)

- Experience in a functional consultant, business systems consultant, business analyst or comparable hands-on delivery role.
- Experience in Microsoft Dynamics Business Central and Power Platform

Communication

- Excellent documentation management skills including requirements, process documentation, user guides, test evidence and training material.
- Confidence in constructively challenging unclear requests, assumptions or proposed solutions to ensure that the underlying need is understood.
- Ability to communicate and collaborate effectively with technical and non-technical stakeholders.

Skills

- Strong problem-solving skills, with the ability to investigate an issue, establish its root cause, identify practical options and progress an appropriate solution.
- A proactive and solution-focused approach, with the confidence to take ownership rather than simply identifying or escalating problems.
- Sufficient technical aptitude to understand concepts, systems functionality, integration, workflows, automation and AI-enabled solutions.
- Strong interest in technology, AI, automation and continuous improvement, with the ability to learn unfamiliar systems quickly.
- Ability to manage competing priorities, recognise dependencies and risks, and determine when an issue can be resolved independently or requires escalation.

What we offer:

- A competitive salary depending upon experience
- Competitive annual leave that includes an entitlement to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment
- A friendly and collaborative work culture, with regular social events
- A chance to work with some of the most talented and innovative people in the industry
- A continuous learning and development program, with opportunities to grow your skills and career

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and

can express and develop their potential, from the moment they are hired and throughout their career, by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.

Please note: when you submit your CV for application, this may be retained on file indefinitely for future opportunities, in accordance with our GDPR Privacy Notice. If at any point you wish to exercise your right to be forgotten and have your details removed, please let us know by contacting recruitment@tecman.co.uk