



The job title will be “Support Consultant” and in this role you will report directly to the Directors.

Responsibilities include:

1. Providing high quality, friendly and personal Customer Software support.
2. Project Management of new software implementations
3. Installation and Training on new Pegasus Opera & XRL systems (possibly)
4. Project Managing the annual Payroll software updates and year ends
5. Striving to improve the quality of our customer service levels

2. Performance will be measure by routine customer satisfaction feedback and annual customer retention levels

3. Salary will be paid monthly in arrears into your bank account on the last Friday day of each month.

4. The normal hours of work will be 9:00 to 5:30 with half an hour for lunch (unpaid). However, due to the nature of our work there may be the need from time to time to work additional hours to meet the needs of our clients.

5. The role is based out of our offices at Gransden Hall although in the course of your work you will need to undertake some travel. The Company pays 40p pence per mile for employees using their own car on Company business. However, you will need to provide evidence to us of your car insurance that covers business use and show us your driving licence.

6. There will be an initial probationary period of six months.

7. The holiday entitlement in a full year is 20 days (excluding bank holidays). Our holiday year runs from April to March and your entitlement in the first year will therefore be pro rated.