

Implementation Manager

Description

Implementation Manager **Who We Are and What We Do** At SilverRail, we're on a mission to reshape the way the world travels, and we're inviting you to be part of this journey. Rail is becoming the go-to choice for short and medium-haul travel worldwide, and we're here to help make it happen. In the face of the ongoing climate crisis, our vision is crystal clear. We are transforming the online customer experience for rail travel, making it easier than ever for customers to find, buy and use rail. Our cutting-edge technology is the backbone of rail and travel agencies worldwide, making it effortless for travellers to choose the eco-friendly option and reduce their carbon footprint. We have nearly 15 years of trailblazing success behind us, and our teams are spread across the globe, with bases in London, Boston, Brisbane, and Stockholm. We thrive on the philosophy of 'fail-fast-fail-early,' which drives us to find ingenious solutions to complex challenges. Join us, and help shape the future of travel! **The Role** Working in partnership with the Growth Director, the Implementation Manager will provide product expertise during the sales and prospecting process. They will be responsible for leading and owning the implementation and onboarding of new clients, enabling the smooth transition to BAU while continuing to manage more complex projects thereafter. They will become a product and implementation expert, both from an internal and external perspective. **Key Responsibilities** Develop an advanced understanding of our products (API and Agent Tool), confidently presenting our product capabilities to prospects who seek depth of understanding, and engaging with prospects to understand their needs and challenges, before defining the right SilverRail solution(s). When prospects turn into clients, lead the implementation of our technology into their business. Work with clients and internal stakeholders to define an implementation plan that all parties can commit to. Deliver the implementation plan on-time, and where possible configure client requirements in our tech stack. Present project progress to clients and internal stakeholders, sharing challenges but always proposing solutions and taking ownership of the project. Once a client is live, support the transition to our BAU support process; where complex projects rise, step in again to manage the delivery and own the project. Throughout this develop a deep product and technical understanding of our clients, prospects and the wider travel industry. With this knowledge, represent the Commercial department in product roadmap discussions, ensuring SilverRail lead the way by pro-actively solving challenges. **Required Competence and Skills** Previous experience in pre-sales, service delivery and/or product where a hands-on approach has been adopted. Recent experience working with APIs – you should be able to read an API request/response and be able to understand the key aspects, though not at developer level. Previous experience leading short term (1-3 months) technical projects, involving clients and internal stakeholders. Confident engaging with, and presenting to, senior stakeholders, both internally and externally. A fast learner who seeks knowledge and learning, whilst having an equal desire to share knowledge for the benefit of our colleagues and business. A strong communicator, able to demonstrate empathy and see from both the customer and business perspective. A positive challenger, who can always look for ways to be better. Located in the UK or Europe and open to travel to clients/office as required Commercial experience to support their primary focus on product/tech/service delivery Previous experience in a tech start-up/scale-up (ideally travel tech) would be a bonus Language capabilities outside of English would be a bonus **Why us?** We have an average Glassdoor grade of 4.7 and 100% recommendation rates. We are a globally accredited Great Place To Work We are an accredited

Hiring organization

SilverRail

Job Location

London, England, United Kingdom

Base Salary

\$ 55000 - \$ 107500

Date posted

June 4, 2024

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flexible company and were named in Flexa's Top 50 Most Flexible Companies: <https://flexa.careers/companies/silverrail> We offer fully remote working on a contractor basis, allowing you to work as a part of our teams while being based outside of our normal locations. We provide a wealth of progression opportunities focused on helping you become the best you can be. Our team's health and wellness is genuinely important to us, so we run meditation and wellbeing classes for everyone. We are the fourth company in the world to become reproductively responsible, accredited by Hertility providing educational workshops around women's health, family planning and fertility. A unique opportunity to work for a tech company that is helping the environment by revolutionising the way we travel. Our values are simple: Do Good by working for a better tomorrow; Think Big Act Smart by being curious, adaptable and data-driven; and remember that through collaboration we will always be Stronger Together. *We are a neurodiverse employer and are working hard to improve our recruitment processes, so if there is any way that we can make the recruitment experience better for you then please let us know in your application – all information will be treated as strictly confidential* Please mention the word **SPELLBINDINGLY** and tag RMTUxLjgwLjE0My4yMDY= when applying to show you read the job post completely (#RMTUxLjgwLjE0My4yMDY=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

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