Implementation Manager

At Topolytics, onboarding data from our customers and their waste supply chain is the crucial 'raw material' for our analytics platform WasteMap®. This requires skillful and proactive engagement with our customers and their waste contractors - which is where the Implementation Manager leads the way. This role is therefore a great opportunity to use your project management and service skills to bring WasteMap® to life and enable our customers to achieve their key waste, resource efficiency and circular economy goals .

You will report directly to the CEO as this is a key process that needs to be replicable and scalable in line with business growth.

Implementation Manager Duties and Responsibilities

As Implementation Manager you will:

- Deliver the best possible customer implementation experience from on-boarding to user training.
- Drive the delivery timetable to make sure deadlines are met.
- Develop senior level customer relationships, including managing customer expectations and experience.
- Coordinate the work of our waste data analysts who will onboard data from the customers' waste contractors.
- Report regularly to the customer and Topolytics teams on progress and issues, escalate issues internally and externally.
- Coordinate external and internal resources ensuring all parties are aligned.
- Deliver value against our customers' objectives and in-line with best practice.
- Work with the customer to source relevant data.
- Work with our Product Management team to capture additional customer requirements.
- Identify additional commercial opportunities with the customer.
- Proactively identify process improvements, removing friction from onboarding and maximising customer satisfaction.

Skills and Attributes Required

You'll need the following skills, attributes and experience:

- Experience and/or understanding of sustainability issues, environmental compliance, the circular economy, waste management or recycling.
- 5+ years of project or account management experience.
- A proven record of delivering projects or software rollouts within complex organisations.
- A strategic thinker with the ability to influence and coordinate resources combined with a roll up your sleeves approach.
- Excellent communication skills; you'll be comfortable liaising internally and externally at all levels, quickly building rapport and expertly communicating complex technical issues in a straightforward way.
- A passion for solving client challenges and commitment to customer experience.
- Ability to influence and coordinate internal and external resources; you'll consult with partners and customers and manage expectations of all stakeholders.

- Strong organisation skills; you'll have the ability to multi-task and prioritise, working alongside the technology team and adopting agile processes.
- A proactive approach to your work and development; you'll be able to think and act independently, contributing new ideas and insights.
- Strong interpersonal skills; you'll be a team player and collaborate well with colleagues and clients.
- Experience with project management processes and tools.
- Data handling skills and familiarity with software development tools.

We are looking for an enthusiastic self starter, with significant experience of technology-based, data driven product management, development and deployment. You'll be well organised, entrepreneurial, commercially minded, and a true people person – able to work alongside a diverse team of technology, development and data science talent.

Who We Are

Topolytics is a data analytics business that is making the world's waste visible, verifiable and valuable. Our WasteMap® analytics platform generates insights for waste producers, recyclers and governments that enable greater materials recovery, drive operational efficiencies, support investment strategies, enhance transparency and reduce carbon emissions. Topolytics is acknowledged by IDC, Frost & Sullivan, Cleantech Group and SAP as a leading AI and analytics player in the $4.5Bn smart waste management sector. In 2020, Topolytics was named best Technology Innovation at the UK Recycling Awards. In June 2021, Topolytics was named as a winner of the Circular Cities Challenge - a competition sponsored by city authorities of Amsterdam, Copenhagen, Glasgow, Toronto and New York. In March 2022, Topolytics was chosen for the global Circulars Accelerator run by the World Economic Forum and Accenture.

You will join a technology team, led by our CTO, working alongside a commercial and product team that triangulates on three key areas - waste management and waste data, software development and data science/analytics. We operate a hybrid working model and our HQ is a suite of offices at CodeBase, the tech incubator - which come with excellent views of Edinburgh Castle and skyline. We may consider remote working candidates, recognising that travel to HQ for team meetings and potentially to customer sites and external events may be required.

As a business we strive to be 'Resourceful, Responsive and Remarkable', providing a safe, supportive and exhilarating environment while addressing one of the world's biggest environmental challenges.

Other Relevant Information

- Base Salary: £50-55,000 (although we will review this for the right candidate).
- Mode of Work: Permanent, full-time (we believe strongly in flexible working).
- Location: Edinburgh or remote (most of our client liaison will be online).

Contact

- Email: info@topolytics.com