



Technical Consultant

Nebula Consulting

2024

Welcome to Team Nebula

We are expanding our dynamic team of Consultants and looking for an enthusiastic individual who is eager to play a leading role in continuing the success of the team. The role is ideal for someone looking to further their knowledge of the rapidly-changing landscape, work with a diverse range of customers and share ideas in a company driven by its culture and values.

Our mission is to be the most trusted Salesforce consulting partner in EMEA for the B2B sales and marketing lifecycle. Based in London with a global customer base, we leverage our high technical standards and strategic expertise on the Salesforce platform to design innovative solutions that address real business objectives.

Over the past few years we have helped hundreds of companies improve their sales and marketing and, as a result, we have built a very strong reputation with our customers. But don't just take our word for it, [here is what our customers have to say](#).



Job Description

As a Technical Consultant, you embody our vision of technology as the catalyst for seamless collaboration and exceptional customer interactions.

Key responsibilities will include:

◆ Project Delivery

- Lead end-to-end projects, including technical design, configuration, customisation and deployment.
- Evaluate technical solutions based on their feasibility, business impact and technical suitability, using your broad understanding of the Salesforce ecosystem
- Collaborate with cross-functional teams to design and implement scalable solutions tailored to meet client requirements.
- Support ongoing enhancements, optimisations, and integrations to drive business growth and efficiency for customers.

◆ Technical Knowledge

- Stay updated on the latest Salesforce features, enhancements, and best practices to provide cutting-edge solutions.
- Demonstrate technical expertise in the core platform, giving consideration to data models, security and customisation capabilities, building scalable, long-lasting solutions

◆ Stakeholder Management

- Communicate technical concepts and solutions effectively to non-technical stakeholders, ensuring alignment with business goals.
- Provide technical leadership and support to project teams, fostering a culture of collaboration and knowledge sharing.
- Communicate project progress, risks, and dependencies effectively to stakeholders to ensure successful outcomes.
- Foster a culture of teamwork, knowledge sharing, and continuous improvement within the organisation.

◆ Thought Leadership

- Contribute to the development of technical documentation, whitepapers, and case studies showcasing innovative solutions.
- Participate in Salesforce community forums, user groups, and events to stay connected with peers and contribute to thought leadership initiatives.

About You



You will be skilled in:

- ❖ **Resourcefulness** - adopt proactive approaches to delivering projects and achieving customer outcomes.
- ❖ **Collaboration** - draw on the right skills of others to solve a customer challenge and work effectively across different teams and stakeholders internally and externally.
- ❖ **Compelling communication** - skilled in articulating complex ideas in simple terms, both in written and presentation form. Able to convey the benefits and value of Nebula services to customers.
- ❖ **Curiosity** - You will be keen to explore new solutions and ways of working, with an inquisitive attitude and a desire to get to the root of an issue. You are someone who loves keeping up to date with emerging technologies and digital strategies.
- ❖ **Technical Knowledge** - deep knowledge in at least one our core product areas: MC Account Engagement, Sales Cloud, Service Cloud, Revenue Cloud or CRM Analytics. Certifications will be beneficial, but are not essential as full training will be provided.
- ❖ **Workload Management** - you will need to manage multiple tasks and projects at once, with an eye for detail in all that you do.

Our Vision & Mission

**Technology aligning teams
and processes toward one goal
— delivering outstanding
customer interactions.**

We help businesses to thrive and stand out from the crowd by mastering every stage of their customer journey. It's about that perfect sync between people, processes, and tech.

Most trusted partner
in EMEA for B2B Sales
and Marketing on the
Salesforce platform

Understanding
business impact to
prioritise scalable and
long-lasting solutions

Ground our culture in
transparency, integrity
and nurture; staying
true to our core values

Solve real business
objectives with high
technical standards
and strategic expertise

Who we work with

400+ customers

standing out from the crowd with Nebula since 2012

Diverse organisations...

22% High Tech

18% Financial Services

15% Media

from across the B2B enterprise and mid-market space

... with common challenges

Our customers need to do more with less, demonstrating value from their investment in technology. They want to differentiate themselves in their marketplace and deliver exceptional customer experiences using Salesforce.



How we work



Trust



Flexibility



Collaboration



Empowerment

Our Core Values

These four values are at the heart of everything we do at Nebula.

From:

- ❖ recruitment to employee engagement;
- ❖ customer selection to project delivery;
- ❖ business development to customer success,

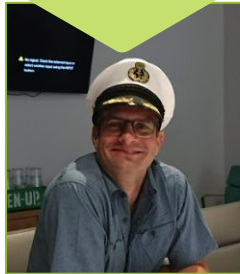
all our actions are guided by these principles and demonstrate to our customers, partners and team members what they can expect when working with Nebula.

"The fastest way to get your customers to love your brand is to get your employees to love their job."

11 Nebula Women's Network webinars



Avg tenure:
3.9 years



3 company forums each year



5 annual Nebfests



2 volunteer days each per year



Employee satisfaction =
9 / 10



Tech Stack

We truly believe in our vision of the perfect sync between people, processes and tech. And that's not just for our customers...

Nebula uses best-in-class technology to deliver our best efficiently, innovatively and securely.

teamwork.



Frequently Asked Questions



❖ **What training will I receive?**

We place a high emphasis on continuous learning throughout your career. From your first day onwards, you will work closely with both your manager and L&D Lead to identify areas for improvement in technical or soft skills, and then work with you to develop the outcomes you need to thrive in your role.

Throughout your time at Nebula, you will have regular 1-2-1 sessions with your line manager to develop and plan to achieve your long term goals. We offer continuous personal development opportunities for personal development through individual coaching, bite-size learning opportunities and company-wide training. We also encourage our Consultants to achieve relevant Salesforce Certifications and attend industry events.

❖ **Where will I be working?**

We offer a flexible, hybrid approach to working with a welcoming central London office, and encourage face-to-face meetings with customers. We also ensure you have the equipment you need to make working from home as easy as possible.

❖ **What does a typical project involve?**

Projects will be a mix of scoped work, such as implementations, and ongoing support. Typical tasks include:

- Advising on strategy / best practices
- Understanding technical requirement and delivering appropriate solutions
- Health check / roadmap workshops
- Training and user enablement
- Day-to-day strategic support
- Collaborating with internal stakeholders including Developers and Technical Consultants
- Project & stakeholder Management

❖ **When will I start working with customers?**

Consultants should feel well-supported before being solely responsible for customer projects. However on-the-job learning is vital too. From day one, you will initially be shadowing and supporting your colleagues on projects, taking ownership of key tasks and training fundamental to the success of the overall project.

Once you have completed your training you will begin to be responsible for your own customers and become the main point of contact for them.

Offer & Benefits



Full-time Permanent

- ❖ Suggested working hours: Monday - Friday, 9am - 5:30pm (flexible hours will also be considered)
- ❖ Fully funded comprehensive Private Health Policy, with additional health and wellbeing rewards and benefits (after 3 month probation period)
- ❖ Workplace Pension scheme
- ❖ Employee referral scheme
- ❖ 2 Volunteering days per year
- ❖ 25 days paid holiday per year, in addition to public bank holidays. Extra holiday entitlement through service length and purchase scheme
- ❖ Hybrid approach to working from home and our central London office
- ❖ Strong culture of personal development, including dedicated L&D Lead and 1:1 coaching sessions
- ❖ Regular social activities organised and subsidised throughout the year
- ❖ Strong culture and focus on Employee wellbeing

Hear it from our employees

Amazing team feel - we all pull together, and help each other when needed. Everyone is trusted to do their work... There's a varied workload, allowing me to use skills I already have, whilst being exposed to things I've never done before.

Great place to practice (and learn more) with a fun team, supportive managers and flexible working conditions.

Overall, a great environment to work in. Little hierarchy and colleagues respect each other. Great team spirit.

...it is not all about the bottom line and more about experience of the customer/employee.

I like the colleagues I work with and the environment that's been created for us.

I really enjoy the fact that employees are trusted to do their work well and that the directors are open and approachable.