

Solution Consultant

September 2025

**An SCC company**



Version: 1.0

Flow AI Classification: Public

Date: 03/09/2025

About the job

We are actively building diverse teams and welcome applications from everyone.   
  
Role: Solution Consultant

Location: National – Home Based

Contract Type: Permanent  
  
Salary Package: £50,000 - £65,000 (dependant on experience) plus car allowance, company benefits, a broad flexible benefits scheme, and 2 paid-for volunteering days a year  
  
Hours: Core hours 9.00 am – 5.30 pm Mon – Fri, but flexibility required to fulfil the role  
  
Interview Process: 2-stage process

Why Flow AI?

* An inclusive workplace
* Excellent package: solid basic and company benefits
* Hybrid working & core hours in line with role requirements
* Career development and life-long learning opportunities

Role Purpose

Reporting to the Technical Director, will be expected to take a pivotal role in customer engagement, supporting the consultative sale process through the stages of: requirements gathering; solution development and workflow definition; commercial modelling; and customer presentation, including objection handling. Further assisting with the customer on-boarding process in terms of solution delivery and staff on boarding in terms of support the ongoing education of the wider Flow AI sales community

Key Responsibilities

Opportunity Support

* Assist the Flow AI sales community with the customer engagement where a subject matter expert presence is required to support customer discussions
* Support the Flow AI sales person with the customer presentation delivery, with the Flow AI sales lead taking the main lead in the presentation, and the Solution Architect providing support for the SME sections
* Assist the opportunity development through answering questions/queries from the customer and the general management of objections

Solution Design and Alignment

* Lead the data gathering process, either through directing the sales person in the information being requested from the customer, or by direct engagement with the client
  + Data gathering scope to include due diligence reviews of existing customer and/or competitor operations
* Lead solution development efforts, including
  + Full solution design: people, process and technology
  + Optimum service model approach: on-site, off-site, hybrid
* Ensure that operational and post sales teams are engaged in customer solution development, gaining agreement that what is being proposed is achievable
* Amend the proposed solution to the customer in line with the evolution of the customer requirements during the sales engagement process
* Develop the commercial model using approved pricing templates, to support the solution and resulting proposal content, in conjunction with the wider Flow AI commercial team
  + Ensure that any customer pricing is signed-off against company policy

Sales Enablement

* Support customer presentation creation through the development of the solution sections, (Flow AI content specialist and sales lead to provide the wider presentation content)
* Work with the bid management and content specialist to create accurate and compelling marketing, proposal and bid content for customer submission
* Support the Bid Management team in the review of customer RFP/RFI questions in relation to Flow AI solutions, ensuring that solutions are able to meet the customer requirements
  + Support the opportunity being presented at the Opportunity Review Board, or equivalent, to gain a bid go/no-go decision
* Contribute content and techical responses to the Bid Management Team in a timely manner for large RFP/RFIs and customer proposals

Solution Delivery Support

* As part of the contracting process, produce Statement of Work documentation in line with the agreed delivery requirements of the customer
* Produce clear solution build documentation in line with the agreed delivery requirements of the customer for post-sales and delivery teams
* Provide a comprehensive hand-over of agreed customer solution to Client Services Manager, Project Management and Post Sales team for mobilisation and ongoing contract management
* Revirew, triage and where appropriate directly solve techincal issues relating to exisiting solution. Communicating clearly to both Flow AI and customer key stakeholders

Portfolio development

* Support the review and onboarding of new technologies to expand the technology portfolio and wider Flow AI proposition
* Undertake training for new technologies and gain necessary acreditiation and certificates to support
* Help build pre-defined workflow/solutions with existing technologies
* Build demonstrations to support the sales activity

Skills

* Organised, structured and analytical approach to task
* Ability to build internal relationships and work on a cross departmental basis
* Good written communication skills
* Good numeric and commercial acumen
* Ability to engage with customers in a positive manner to enable information gathering, solution explanation and objection handling
* Flexible approach to customer problem solving
* Excellent organisational skills, able to encourage other team members to meet given deadlines against the customer requirements
* Energetic and positive work-ethic.

Experience & Ability

* Experience in a similar role   
  Technical experience of designing and building solutions using IDP systems, EDMS, Hybrid Mail systems, Scan workflows, RPA; Experience of any of the following and advantage:
  + Tungsten Total Agility
  + TA One/Funasset Hybrid Mail
  + D.velop Documents
  + Docuware
  + IBML Capture Suite
* Experience of delivering digitsal workflow solutions and document services across multiple sectors; Experience in Financial Services, Legal, Healthcare, Government, Housing, Utilities, Policing and Defence advantageous.
* Deep understanding of business process automation and document workflow solutions - and associated technologies - with the ability to apply Flow AI’s capabilities to customer situations desireable
* A good understadning of how to design solution with robust data segregation, security, protection and governanace is a must
* Commercially aware, with ability to translate services within Flow AI portfolio into viable customer solutions

Key Competancies

* Commercial acumen
* Results orientated
* Team working
* Strong communicator
* Problem solving
* Time Management
* Decision Making

About Us

Flow AI is a standalone business within SCC, Europe’s largest privately-owned IT services company. Established as an independent entity in April 2025, Flow AI builds on SCC’s legacy of innovation to deliver cutting-edge solutions that enhance technology and process efficiency. Our mission is to empower organisations with intelligent, market-leading services that help them work smarter, faster, and better. We do this through our five core values: -

**Customer:** Our business is nothing without our customers.  Whatever the challenge, supporting our customers to meet their objectives is at the core of all we do

**Family:** With our customers being the focus of all we do, we understand that it is the Flow AI team that make it happen. We ensure an open, transparent and inclusive work environment, with all team members supported and valued.

**Agility:** The only constant is that things change. We understand that the business landscape is constantly evolving. We also understand that each of our customers is unique. Our agile and flexible approach enables us to meet the individual needs of all our customers, responding to their changing requirements**.**

**Responsibility:** What we do has an impact on our customers, team members and the environment. This is a responsibility we take seriously, ensuring we operate with accountability, care and consideration

**Passion:** Workflow automation and document solutions is what we have done for over 24 years. It is what we are good at, and we are passionate about delivering the best to our customers.

We are an equal opportunities employer

Flow Automated Intelligence is committed to providing equal opportunities and a proactive and inclusive approach to equality and diversity in employment. No applicant or employee will be treated less favourably than another on the grounds of a protected characteristic which are defined as sex, sexual orientation, age, disability, gender reassignment, trade union membership or non-membership, marriage and civil partnership, pregnancy and maternity, race and religion or belief.  
  
If you are selected for interview, and need any reasonable adjustments made for your interview, please let the Flow AI/SCC Talent Acquisition team know, at the point of scheduling.

Committed to sustainable growth, we prioritise transparency, accountability, and positive change  
  
https://www.flow-ai.co.uk/sustainability-society/