

# Implementation Analyst

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## Job description

Location	Hybrid: home and London office
Tenure	12 month contract (with potential to extend)
Salary	£30,000 - £40,000 depending on experience
Closing date	Rolling recruitment

## About the role

As an Implementation Analyst, you will report directly to the Product Manager and act as a dedicated partner to our Policy Analysts. This is a hybrid role that sits at the intersection of clients, social policy, and software, designed to drive the end-to-end delivery of our B2B customer projects.

You will own the implementation journey for 3–5 active client projects at a time (typically 3–6 month cycles). You will be responsible for mapping client processes, configuring platform logic, and ensuring that our tools are perfectly tailored to meet customer needs. This role offers unique insight into product strategy and a clear progression path into Product Management, Account Management, or specialist technical roles.

This is a new role to support Policy in Practice at a time of significant growth, with the potential to extend or become permanent based on future needs.

## Key responsibilities

- **Discovery and Analysis:** Lead client workshops to map current processes and identify requirements. You will help clients think through their internal workflows to ensure our tools are integrated effectively into their day-to-day operations.
- **Technical Setup and Documentation:** Configure the platform using basic JSON commands and create functional specifications for the Engineering team. You will maintain detailed internal documentation of client-specific configurations to ensure long-term supportability.
- **Project Coordination and Scope:** Own the project timeline and "chase" client dependencies to ensure on-time launches. With support from the Product Manager, you will manage project scope, flagging potential "creep" early, and conduct formal handovers to Account Managers post-launch.
- **Bug Triage and Investigation:** Act as the first point of contact for client-reported issues. You will conduct initial investigations to pinpoint the source of problems—ensuring an efficient handover to Engineering for technical bugs, passing logic queries to Policy Analysts, or providing guidance back to customers in cases of user error.
- **Client Training:** Lead and deliver training sessions for new client users, ensuring they are confident in using the platform and understand the value it brings to their residents.
- **Quality and Testing:** Conduct "unit tests" on new features to ensure they meet client requirements and perform final checks of the user journey before going live.
- **Product Feedback Loop:** Act as the "eyes and ears" in the field, collating client feedback and identifying common pain points to help inform the Product Manager and the wider product roadmap.

## Success metrics

A successful Implementation Analyst will be measured against the following benchmarks:

1. **Time to Go-Live:** Ensuring projects move from kick-off to launch within the agreed 3–6 month window.
2. **Implementation Accuracy:** High success rates in initial unit testing and UAT, with minimal logic errors found by the client.
3. **Training Effectiveness:** Ensuring client teams are fully onboarded and capable of using the tool independently by the end of the implementation phase.
4. **Portfolio Velocity:** Successfully managing a steady pipeline of 3–5 active projects at various stages of the lifecycle.
5. **Actionable Insights:** Regularly contributing high-quality feedback from client interactions to the Product team.

## The ideal candidate

You must be a self-starter who enjoys taking ownership of a project and seeing it through to completion. You should be a problem solver who enjoys the challenge of turning a messy, human process into a clean, working digital tool.

### Essential skills:

1. **Highly Organised Coordinator:** Proven ability to manage multiple projects simultaneously and keep stakeholders (clients and internal teams) aligned on tight deadlines.
2. **Rigorous Attention to Detail:** An uncompromising eye for detail and a methodical approach to your work. You naturally ensure every requirement is captured accurately and every edge case is considered.
3. **Logical & Technical Curiosity:** You don't need to be a coder, but you must be comfortable with "if-this-then-that" logic and basic code (JSON). You will be supported to learn about API basics and software integrations.
4. **Social Purpose & Empathy:** A genuine interest in the UK welfare system and the challenges facing low-income households. You care about the end-user experience and how our tool impacts lives.
5. **Strong Communicator:** Ability to run workshops and training sessions, managing client expectations firmly but professionally.

### Desirable:

- **Professional Experience:** Experience in a client-facing implementation, onboarding, or project management role.
- **Excel Proficiency:** Ability to perform moderately advanced Excel-type work (e.g. complex formulas) to troubleshoot and debug logic against our internal policy engine models.
- **Technical Exposure:** Familiarity with software integrations, CRM platforms, or data analysis tools.
- **Welfare Knowledge:** Existing knowledge of the UK social security system.



## About Policy in Practice

Policy in Practice believes data and technology have the ability to empower people and change lives. Our goal is to be the single point of access for all people on means tested benefits, and enable effective public services through citizen centred services.

We aim to reach as many households as possible across the UK. We will do this via growth of existing products in public and private sector organisations, and through expansion into new markets.

Policy in Practice is at a pivotal point as we continue to move from start up to scale up. We have invested in our capability, and development has moved from ideas to prototypes and in some cases to production.

## Policy in Practice's vision and mission

### Vision

We believe data and technology have the ability to empower people and change lives.

### Mission

Empower people via proactive, integrated support.

We will help more people to live better lives using our expertise in social policy, data and technology.

We are transforming the way society supports low income families through citizen centred approaches. We focus on improving how all policy areas, sectors and journeys combined can have an impact on people and their outcomes.

### Values

Purposeful and passionate

- We push for opportunities to improve, not just for our clients or for ourselves, but also for the people who need our help.
- We take responsibility. Details Matter. We have a genuine passion to help people, with a willingness to take action.

Insightful and impactful

- We go beyond straightforward analysis to get to the 'So What?', driving our policy insight and services to deliver impact.
- We think deeply and communicate simply in a way that helps people make the right decisions.

Respectful and supportive



- We are willing to discuss and debate openly, listening to both sides and relying on evidence and strong relationships to reach shared positions.
- We have each other's back.

## Why work here?

Working at Policy in Practice is not just about maximising our own profit and product performance. It is also about what is right for people in the UK and the system supporting them.

We are a team of professionals with extensive knowledge of the welfare system who are passionate about making social policy work. We love what we do, have fun and, while we recognise the importance and impact of our work, we take life-work balance seriously.

- Working in a thought-leading organisation where you can empower people and change lives.
- Flexible working arrangements with hybrid and remote working available
- Opportunities for quick career progression

Policy in Practice colleagues say:

*"Everyone is lovely and we do such impactful work. There is a very caring employee culture, and a drive to share expertise."*

*"I appreciate how our work helps shape policies and the supportive team environment here encourages everyone to grow. Flexible working options make it easier to balance life and work and our inclusive culture makes this a welcoming place to be."*

*"The work is extremely meaningful and translates directly into tangible benefits."*

## How to apply

Please send your CV with a cover letter that clearly outlines your suitability and your interest in the post to [jobs@policyinpractice.co.uk](mailto:jobs@policyinpractice.co.uk) as soon as possible.