

TOBA - Project Consultant

About us

We are TOBA, a profitable and stable software company (ISV) that develops and implements innovative HRIS solutions for medium and large organisations in Belgium and Luxembourg, with a focus on hospitals and other healthcare institutions. With a team of around 50 dedicated colleagues, we're committed to developing HR software that's user-friendly, powerful, and built to scale. Not a start-up, not a corporate machine – but a rapidly growing SME focused on quality, ease of use, and long-term customer relationships.

Your role

As a **Project Consultant,** you will be the expert who **sets up our software for our customers and tailors it to their way of working.** You'll translate the customer's working methods and relevant HR rules into the correct **configurations and parameters**, ensuring the software aligns perfectly with their needs. The consultant will ensure that the system aligns well with existing business processes and that the customer can use the system effectively.

The Project Consultant will be responsible for the functional design of the HR system, with the aim of adapting the system to the customer's needs. This includes configuring modules, adjusting workflows, setting up reporting, and managing data migration and integrations with other systems.

Your responsibilities

- Discuss user stories and gather customer information: You'll work with the customer to map out specific business processes and requirements, focusing on workforce planning, time tracking, payroll, and HRM (such as training and performance management). Using the configuration blueprint, you ask targeted questions and translate the information obtained into the correct software settings. You start by explaining the proposed configuration and the associated user stories, and then collect the necessary information to set the parameters for the customer.
- Switching between customer and technical teams: You'll act as liaison between the customer's IT team and the technical teams at TOBA. You'll ensure that the customer environment is set up properly and that the necessary integrations with external partners (such as social secretariats, other ERP systems, badge systems, HRM modules, etc.) are established.
- Configuring and parameterising the software: You'll configure the software based on the blueprint and the customer's specific parameters, ensuring everything aligns perfectly with their needs.
- **Supervising End-User testing:** Using pre-defined test scripts, you'll support the customer in performing the End-User tests. These tests form the basis for the delivery of the project.
- **Preparing functional documentation:** You'll support the customer in documenting any deviations from the blueprint configuration and setting the parameters, ensuring that all changes are clearly recorded.
- Collaborating with project teams: You'll work closely with the customer's project team to ensure the correct setup and timely delivery of the project. In collaboration with your Project Manager colleague, you'll ensure clear expectation management regarding scope, timelines, and budget. You'll identify risky steps in the project and anticipate potential issues that could impact the planning or delivery. All this is done according to the project management playbook.

- Supervising customer training: You'll personalise training materials based on the blueprint configurations
 and deliver 'train-the-trainer'-style sessions, so that the customer can maintain and manage the system
 themselves after implementation.
- Handover to support: After completing the configuration, you'll ensure a smooth transition to our Support and Customer Success teams, ensuring the customer continues to receive optimal support post-go-live.

Who are you?

- You have a university level of working and thinking.
- You have experience with software configuration and implementation. Experience within the HR
 technology sector and with SaaS is a big plus.
- You have strong analytical skills and can translate HR processes into technical solutions.
- You have experience in creating functional documentation, such as user stories, test scripts and training courses.
- You work in a structured manner, keep track of cases, focus on solutions, and are able to prioritise in a
 dynamic environment.
- You communicate **fluently in French and Dutch**. English is a plus.
- You have an interest in **GDPR**, **payroll legislation**, **sectoral-specific regulations** (such as in healthcare), and more, as you'll encounter these frequently.
- You are customer-oriented, proactive and can work well in a team.
- You know how to guide user adoption, engage stakeholders and manage resistance effectively.

What do we offer you?

- A varied position with a direct impact on customer satisfaction and room for personal development.
- · A people-oriented SME environment with short lines of communication, low hierarchy, and high trust.
- A **competitive salary** supplemented with **additional benefits** that truly make a difference (meal vouchers, expense allowance, laptop, and phone).
- A company car + fuel card/charging card.
- The **freedom and flexibility** of hybrid working (3 locations + remote work), flexible working hours, and a focus on a healthy work-life balance.
- A dynamic working environment within an innovative company.
- Annual training opportunities and room to take initiative.
- Real growth opportunities within the Consultant team or other teams such as Customer Success.
- An extra day off on your birthday

Ready to make a difference for our customers?

Send us your CV and a short motivation!