

Solutions Advisor

At **Build Concierge**, we are looking for a **Solutions Advisor** to join our team.

Location: Leeds HQ | **Job Type:** Full-Time

We're looking for a proactive, tech-savvy problem solver to join us as a Solutions Advisor. In this role you'll act as a technical guide, onboarding specialist and customer champion for our platform – supporting prospects and customers from pre-sales and onboarding to ongoing success and support. Working closely with our sales, product and engineering teams, you'll ensure every client is set up for success and fully supported at every step.

Role and responsibilities

- Assist the sales team with discovery, demos, technical Q&A and mapping customer workflows to product features.
- Act as a technical point of contact for customers, delivering training and guidance to maximise adoption and value.
- Troubleshoot issues and work cross-functionally with Product & Engineering to resolve them quickly.
- Support integration discussions (APIs, webhooks, authentication) and handle data transformation (CSV/Excel).
- Model and translate business processes, championing AI/automation awareness.
- Evolve internal processes, create onboarding resources and share customer feedback with the product team.

About you

You have a passion for SaaS products, AI and technology. You're proactive, curious and analytical, with strong communication skills and genuine empathy for customers. You're comfortable working with business software tools, CRMs and ideally process mapping or workflow platforms. You enjoy solving problems, asking great questions and wearing multiple hats in a growing start-up environment.

We offer

- **Career growth in a start-up**
Shape your role, make a real impact and grow alongside a fast-scaling business with clear progression opportunities.
- **30 days' holiday (rising to 35)**
Plus an extra day off annually to celebrate your Build Concierge work anniversary.
- **Wellbeing support**
Confidential Employee Assistance Programme and access to WisdomAI, our online wellbeing tool.
- **Vibrant workplace atmosphere**
A buzzing, collaborative Leeds office with free on-site parking and close to The Springs shopping centre.
- **Celebrations & team socials**
From our Summer Soirée to our End-of-Year Party, plus regular team events to celebrate wins big and small.
- **Perks that make a difference**
Branded workwear from day one, Bright Exchange discounts and a competitive salary with room to progress as we grow.

How to apply

If you are a dynamic and proactive Solutions Advisor looking to contribute to our company's success, we'd love to hear from you.

Please submit your CV and a cover letter detailing your qualifications and how you can contribute to our team's success.

Send your application to careers@buildconcierge.com (this inbox forwards to our Customer and HR team).

Equal Opportunities

Build Concierge is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Apply Now

careers@buildconcierge.com

About the company

Build Concierge is a high-growth technology business that has developed an AI-powered Customer Engagement Platform for businesses of all sizes. Our vision is to become the most trusted partner for organisations seeking to grow, scale and serve their customers effortlessly. Backed by £4.3 million in early-stage investment and a team of more than 20 innovators, we are redefining the future of customer engagement with cutting-edge technology.

We are disrupting the service industry by solving common pain points such as heavy administration, disconnected customer conversations and outdated systems. Our platform harnesses automation and AI to modernise operations, enabling businesses to deliver exceptional customer service while working more efficiently. We even run our own business entirely on our platform—demonstrating its power every day.

Our founder, Martin Port, has a proven track record of building transformative businesses including BigChange and Masternaut. This depth of experience underpins our culture today: we combine big-company expertise with a supportive, family-style environment where every team member's contribution matters.

If you are excited by innovation, autonomy and making a real impact, you will thrive at Build Concierge. This is your opportunity to join at the early stages of a transformative journey and help build something exceptional from the ground up.