

OWL Solutions Consultant



Job Description



About us

OWL is Onwave's geofencing and real-time location technology, used to keep people and assets safe and visible across some of the UK's most demanding environments — rail, aviation, construction and transport. We combine our own hardware, from centimetre-accurate RTK handsets through to standard GNSS trackers, with a SaaS platform that turns location data into something genuinely useful for our customers.

We are a small, fast-moving business unit with real ownership of what we build and who we serve. That means the person who joins us will have visible impact and direct exposure to senior customers and colleagues from day one, rather than a seat at the back of a large graduate intake.

About the role

This is a broad, customer-facing role for a sharp graduate who enjoys working with people and with technology. You will sit close to our customers — following up after meetings and trials, helping them get value from OWL, joining site visits and demonstrations, and turning the data our devices generate into clear insight that helps customers make better decisions.

You do not need to be an engineer. We are far more interested in how you think, how you communicate, and how naturally you take to technology. If you are the kind of person who is comfortable in a customer conversation in the morning and happily working through a spreadsheet or a report in the afternoon, this could suit you well.

What you'll be doing

Working with our customers

- Following up after meetings, trials and demonstrations, keeping customers informed and chasing actions to a close
- Helping customers get the most from OWL, answering questions and acting as a friendly, reliable point of contact
- Joining the team on visits to customer sites and offices, including occasional travel both within the UK and abroad

Writing and communicating

- Drafting clear customer reports, trial summaries and follow-up notes
- Supporting the team with proposals, presentations and internal updates
- Making sure what we send out is accurate, professional and easy to understand

Working with data and insight

- Analysing data from our deployments — device usage, performance and trends
- Turning that data into simple, clear insight for customers and for the team
- Building straightforward summaries and dashboards that help people see what matters

Supporting the wider unit

- Keeping customer and deal records accurate and up to date
- Spotting where things could run more smoothly and helping us improve them

What we're looking for

Essential

- A strong graduate (any discipline) with an excellent academic record and clear evidence of being able to think critically and solve problems
- Genuinely strong social and communication skills — comfortable and credible with customers, both in writing and in person
- A natural affinity with technology and a curiosity about how things work
- Well organised, reliable and able to follow things through to completion
- Comfortable managing several pieces of work at once and prioritising sensibly
- A full UK driving licence (helpful for customer and site visits)

Desirable

- Confidence working with data — able to analyse, interpret and present numbers clearly (capable in Excel; willing to learn more)
- Some exposure to a customer-facing, commercial or analytical setting — internship, placement, part-time work or a substantial project
- Interest in the sectors we serve: rail, aviation, construction or transport
- Familiarity with tools such as CRM systems, Power BI or similar (training will be given)

What you'll get

- Real responsibility and visible impact from early on, in a unit small enough that your work matters
- Direct exposure to senior customers and colleagues, and a genuine say in how we work
- Broad experience across customer relationships, commercial work, data and technology — strong foundations whichever direction you grow in
- Support to develop, with mentoring and the chance to shape your own role as you find your strengths
- Competitive salary, 25 days holiday plus bank holidays, employer paid medical insurance, employer pension contribution and a rewards portal

The practical bits

- **Reports to:** Operations Manager - OWL
- **Location:** Kings Hill, Kent — hybrid arrangement available after probation
- **How to apply:** apply with a cover letter and CV to careers@onwave.com