

Customer Support Executive

Customer Operations Team – Geospatial Division

Farnborough, UK - Hybrid

About the role

This is a fantastic opportunity for individuals with some customer service experience to join our Customer Operations team in a varied and enriched role, with great opportunities to train further and build a career with Idox. You'll be joining a team with well-established colleagues, able to support you to be able to make your mark quickly. We are particularly keen to hear from candidates able to start quickly, with a level head and a keenness to learn.

Reporting directly to the Head of Operations, the role's key focus is ensuring customer satisfaction. The team prides itself on responding to all inbound enquiries in line with business process policies and SLAs. This involves direct engagement with the customer which will include building product quotations, technical and administrative support, website walk-throughs, product guidance and licensing advice. Project management has recently joined the function of the Operations team. This has provided an exciting new opportunity for us to support our project managers with delivery. We'll also be getting more involved with the administration of project management systems. This role also provides central purchasing support across the division, as well as administrative support to the Sales team and occasionally to the Exec team.

Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our customers. You'll be involved in capturing opportunities for improvement, insights and intelligence from customers. Communicating these back to the business so we can provide the best possible experience for our customers is key.

Key responsibilities:

- To deal with initial enquiries from our customers (by phone, email and Live chat) who use our online map shop to access and download a wide range of mapping data. These customers will vary from domestic "one off" purchasers to regular business users who may require our services on a daily basis
- To ensure customers issues are followed through to resolution or escalated within the business if needed
- Providing relief cover for the Product Support desk to ensure first responses are prompt and appropriate
- Assisting the sales team with the generation of quotations and in some instances supplying these directly to the customer, raising invoices, processing payments and contracts
- Raising purchase orders as required across the division
- Working to support project managers and consultants with project delivery administration.
- Liaising with suppliers to obtain quotes and process orders
- Participate in meetings within the Support team and combined Sales / Marketing / Support team meetings
- Accumulate useful feedback, relaying this to the Head of Operations ensuring we continue to improve our products and services portfolio
- To ensure a high standard of administration on our systems which will involve adding new users, office locations, billing details and account permissions
- An ongoing responsibility to learn and familiarise yourself with new products and services which are developed and launched
- Consistent updates of documentation for Customer Support processes

- Welcoming office visitors & preparing meeting rooms as required
- Adherence to Idox Information Security policies and protocols.

To be successful, you should bring:

- A high level of accuracy and attention to detail when inputting data and completing tasks
- Proactive, can-do attitude
- Excellent listening and communication abilities
- Strong written, listening, and oral communication skills
- Competent and confident to work with numbers
- High level of commitment and passion for achieving levels of service excellence
- Excellent time management and prioritisation skills
- Proficient MS Office capability
- Prior experience of Salesforce an advantage.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments. Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ c.700 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism

We shape our future



Responsibility

We are accountable for our actions



Integrity

We do the right thing



Valued

We value each other



Excellence

We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to join.us@idoxgroup.com

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>