Product Specialist, Public Protection

Product Management, Idox Software – Local Government

Home Based

About the role

This is a new post created to enhance our Land, Property and Public Protection product management team, which manages Idox's Built Environment and Public Protection products designed for Local Government. We are looking for a passionate and enthusiastic person to join a growing team.

The Product Specialist will play a key role as part of a team working for the Snr Product Manager for Public Protection including Environmental Health as a major focus.

The product specialist will work on a wide scope of products which includes but is not limited to products relating to, Environmental Health, Licensing, Trading Standards, Housing and supporting technologies such as online digital channels and mobile apps. These largely involve the Uniform and Idox Cloud brands.

There will be a requirement to help inform the company's strategy by having a keen eye on political, economic, social and technological changes. This includes supporting wider team engagement on social media, engaging in relevant network opportunities and looking to the horizon to inform future product strategies which support the company's growth aspirations.

Some of the key responsibilities will include market analysis to track trends and changes, product analysis, requirements gathering, working with agile engineering teams, product launches, some pre-sales activity to help demonstrate the product strengths to internal and external stakeholders and other activities relevant to the company and Public Protection domain.

Idox is a market leader in these areas so, this is an excellent opportunity for a domain expert to elevate their career and make a huge impact on the Public Protection market. The key to success will be strong organisational skills and an ability to network and engage heavily with internal and external stakeholders with a primary focus on customer outcomes.

We have a talented product team where we expect a culture of pride and excellence in the products and services we offer to our customers, this is the minimum our position as market leader demands.

Key responsibilities

- Own an allocated stream of the Idox product roadmap
- Help to ensure Idox products drive more efficient back-office processes in local government but at the same time remain legislatively compliant
- Conduct thorough market research and make product led recommendations
- Support continuous improvement of the customer experience by ensuring the products have a user centred design and are easily administered and implemented by professional services colleagues
- Focus on identifying new market opportunities to grow the Idox product portfolio to support its growth ambitions
- Focus on functional and non-functional requirements of enterprise software

Idox. Do more.

- Multi-stakeholder collaboration (customers and other external stakeholders, service desk, engineering, sales, delivery, marketing)
- Collaborate and strategise with the Public Protection Product Manager and Engineering teams
- Plan and assist on the launch of products at customer and Idox events
- Create customer product engagement plans and product demonstrations which inspire
- Answer product related queries from colleagues and customers in an informed and professional manner
- Adopt Idox product management and engineering standards (Agile) by using Idox's product management information systems
- Regularly report to the Snr Product Manager on allocated roadmap responsibility, project progress and discrete product projects.

To be successful, you'll need to bring:

- Experience within the Local Government Public Protection domain and/or as a product owner, business analyst or Local Government practitioner
- Environmental Health, Trading Standards or Private Sector Housing domain knowledge would be hugely beneficial
- Knowledge and experience of Agile software product management processes with a communicable understanding of this role's responsibilities within an Agile SDLC
- The confidence to present product ideas and roadmaps to internal and external audiences
- The confidence to engage with customers and other external stakeholders directly or at events
- An ability to demonstrate software products to internal and external stakeholders
- An analytical mind with an attention to detail
- A strong and organised administrator
- The ability to develop trusted relationships with colleagues
- An adaptive style to managing different internal stakeholders
- A high level of commitment and passion for achieving outstanding levels of success and service excellence
- A good sense of humour and an ability to think "outside the box"
- A results-driven focus with good business and commercial judgement
- Excellent communication skills, consultative approach and able to influence others to support objectives
- Excellent time management and prioritisation skills
- A clean driving licence and access to a car
- An ability to travel to different Idox office locations when necessary.

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 around 660 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**