

Product Specialist

Product and Pre-Sales Management

Home based, with occasional travel to Idox offices and client site

About the role

Idox customers have outcomes they wish to achieve with our software that are relevant to their business. Similarly, Idox has strategic outcomes it wishes to achieve, to which the software we supply is key. A Product Specialist will use their expert knowledge of Idox products to ensure that these products allow both Idox and our Idox customers to achieve their goals successfully.

As Product Specialist you will need to understand every detail about a given product or product set. You will be involved in the entire product life cycle -- from conception through design and build and release, and on to sales and maintenance. This means understanding the usability and the commercial imperative behind each product and solution in your portfolio and being an ambassador for our product suites. you will work with the rest of Public Sector Software, and with Idox development teams to achieve this goal.

Key responsibilities

DESIGN AND DEVELOPMENT

- Participate in the development process, particularly in the proposal and specification stages
- Researching and documenting customer requirements for approved projects
- Running product input or review sessions
- Translate requirements into a comprehensive functional specification
- Liaising directly with the Development Teams and Product Team staff as required throughout the development life-cycle
- Working with developers to produce detailed designs and prototypes
- Working with the QA team to produce test plans
- Liaising with the documentation team with regard to the creation of user documentation
- Producing general product documentation for internal and external consumption.

ACTIVITIES TO SUPPORT SALES

- Use their expert product knowledge across the sales process as required, to shape and deliver pre sales presentations and consultancy helping the sales teams to achieve their goals
- Support the Bid Team with expert product knowledge as required, including assistance with ITT and RFQ responses
- Support the sales process where product specification is required
- Provide the skills and knowledge to configure the Sales systems for product presentations.

ACTIVITIES TO SUPPORT DELIVERY

- Lead or participate transfer of product knowledge from product design and development
- Use expert knowledge to educate, inform, train or otherwise help the delivery teams as required.

OTHER RESPONSIBILITIES

- Presenting at user group meetings and other customer focussed events and internal product awareness sessions
- Travel across the UK may be required including overnight stays when meeting with customers or area-based staff
- Duties as agreed with the Team Leader

- Maintain, update and optimise the pre-sales demo environment to ensure it is always demo-ready, reliable and aligned with the latest product features.

To be successful, you'll need to bring:

- An understanding of the full product lifecycle
- Detailed knowledge of Idox products
- Knowledge of the Built Environment (Planning, Building Control and Land Charges) is desirable to support customer conversations, understand client needs and help position our solutions effectively in pre-sales. Proactively keeps their ear to the ground on industry news and updates to maintain up-to-date knowledge of current and upcoming legislative changes, enabling informed client discussions, compliant solution proposals and relevant pre-sales recommendation
- An understanding of how software and related services can improve the effectiveness of Public Sector organisations
- Strong listening / requirements gathering skills
- Ability to analyse requirements and propose solutions
- Ability to describe problems and solutions, ideas and concepts simply and clearly
- Able to work on multiple projects in parallel and prioritise competing demands effectively
- Able to respond to changing demands and take on additional responsibilities as required
- Accuracy and attention to detail
- High level of IT proficiency, including confident use of Microsoft Office/365, CRM systems and online collaboration tools. Knowledge of Idox Uniform and Idox Cloud systems is highly desirable.

Additional experience:

- Pre-sales, product / business analysis or product management in relation to software products
- A broad knowledge of IT, particularly in relation to the UK local government marketplace
- Experience working in or with UK Local Authority services would be an advantage but is not a prerequisite.

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 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>