

## JOB DESCRIPTION

**JOB TITLE:** PRODUCT SUPPORT OFFICER

**DEPARTMENT:** Business Intelligence

**REPORTS TO:** Deputy Director of Business Intelligence

**LOCATION:** HOUSEMARK OFFICE OR HOMEWORKING

**Note:** This post will involve travel throughout the UK and the post holder will from time to time be required to stay away from home for short periods.

### MAIN PURPOSE OF POST

#### Purpose of the role:

Responsible for supporting the Deputy Director and the Product Managers in establishing and owning the implementation of the roadmap for digital and data products in HouseMark, ensuring they meet customers' needs and provide sustainable income for HouseMark

To support the Deputy and the Product Managers in changing the way HouseMark incorporates digital and data into its working practices.

Responsible for supporting the customer service, new development and commercial growth of the Photobook product.

### MAIN DUTIES

#### Product Development

1. Support the Deputy Director and the Product Managers to define the required customer research needed to have a strong understanding of customers' goals and objectives when delivering new products and solutions.
2. Support the team working with techniques such as agile project management, user experience (UX) and design thinking in the delivery and implementation of new products and services.
3. Support the Deputy Director and the Product Managers to carry out competitor analysis work to understand the features and capabilities any new or existing products must have to effectively compete in the market.
4. Support the Deputy Director and the Product Managers to define the commercial opportunities for new products and services.
5. Support the Deputy Director and the Product Managers to implement an effective testing and QA plan for benchmarking products and services. Ensure expectations for quality and accuracy of testing are met.
6. Support the Deputy Director and the Product Managers to bring new products and services to market.

7. Support the Deputy Director and the Product Managers to develop an analytics programme to capture user activities and measure usage and benefits from new and existing products. Use this to continually improve the product.
8. Work with teams of external and internal resources to deliver new data and digital products and integrate and improve existing ones.

**Photobook**

9. Support new and existing customers in the use of Photobook, ensuring they maximise the benefits from the tool.
10. Support the sales team by providing demos, arranging and delivering product launches and user group meetings, writing follow-up emails and making calls to potential customers.
11. Ensure the CRM is up-to-date with all pipeline information regarding the sales process.
12. Work with external partners to ensure any issues raised by customers are rectified promptly.
13. Carry out testing of new features and liaise with external partners to ensure all issues are ironed out before being released.
14. Support the Deputy Director and the Product Managers in developing new features for the product which are customer driven and provide good value for money.

**General**

15. Work collaboratively and communicate effectively at all levels across HouseMark, to ensure that all relevant teams are always apprised of the latest customer intel and are putting customers at the heart of our business.
16. Promote the HouseMark brand and model the HouseMark values.

**Corporate responsibilities**

17. Comply with the company's health and safety policy and procedures and to take reasonable care, to the best of their individual knowledge and ability, to avoid injury to themselves and to others by acts or omissions in their work.
18. Undertake any other duties that are consistent with HouseMark's expectations for this level of post.

**Post holder signature:**

**Date:**

# PRODUCT SUPPORT OFFICER

## PERSON SPECIFICATION

### QUALIFICATIONS

• Educated to degree (or equivalent) level	Desirable
• Current valid driving licence	Desirable

### EXPERIENCE

• Working with diverse teams to develop products	Essential
• Testing and QA of software applications	Essential
• Online and telephone support for customers	Essential
• Sales cycle and demos	Essential
• Production of videos and other learning/documentations	Essential

### COMPETENCIES / capabilities

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#### RELATING TO OTHERS

**Persuasive Oral Communication** Expresses ideas or facts in a clear, succinct, and persuasive manner. Participates actively and convincingly in conversations, without dominating and by accurately synthesizing others' contributions. Uses active listening skills for the benefit of others, rather than listening simply to extract information or to confirm own ideas.

**Written Communication** Ability to express ideas clearly in writing, with good grammar, spelling, and punctuation, to a level where documents do not require editing or review by another.

**Flexibility** Ability to modify own behaviour and adopt a different style or approach in order to reach a goal, manage change, embrace diversity, and resolve conflict.

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#### DELIVERING RESULTS

**Personal Organisation for the Team** Efficiently establishes an appropriate course of action for self within the larger context of working within the team. Jointly clarifies the purpose with others and works towards accomplishing goals, even when the team is working on something of no direct personal interest.

**Driving Success** States opinions, seizes opportunities and pursues goals, makes timely decisions, acts ethically, demonstrates accountability for outcomes, and increases overall efficiency and effectiveness.