

Product Support Officer

Salary package circa: up to £32,000 dependant on experience

Location: Coventry Office or homeworking

HouseMark is the social housing sector's leading provider of business intelligence services. We are the largest UK wide member network for housing organisations, providing access to an unparalleled customer base.

Our strategy is to be the unrivalled source of housing data and insight in the UK housing sector. We are looking for a Product Support Officer to support us on this journey by working with our customers to help them maximise the value from the data services that we provide.

As a Product Support Officer, you will provide expertise, guidance and support for our Photobook customers. Photobook is an affordable and easy-to-use app and web portal designed to streamline inspection processes, allowing customers to save time, work smarter and remove repetition.

As part of this role you will assist with setting new users of Photobook up and helping them make the best use of our app and web portal. You will also monitor sales activity and deliver excellent customer service.

The role sits within the business intelligence team and reports to the Deputy Director of Business Intelligence. The successful candidate will be comfortable learning and using web apps and portals and will have a flexible, curious and inquisitive attitude with a dedication to building good customer relations.

The rewards

In return for your commitment and enthusiasm, you can look forward to excellent working conditions in a progressive and growing company.

Staff benefits include:

- 28 days annual leave
- Social Housing Pension Scheme - defined contribution scheme
- non-contributory accident and sickness cover
- optional private medical insurance
- on site free parking

The closing date is **Monday 14 January 2019**.

Interviews will take place on 17, 18 and 21 January 2019.

How to apply

Please send your CV and a supporting statement to jobs@housemark.co.uk.

Further information

For an informal chat about the post, please contact Jonathan Cox on 07956 057494.