



JOB TITLE: PRODUCT SPECIALIST

JOB LOCATION: CARDALE HOUSE, HARROGATE

REPORTS TO: PRODUCT DIRECTOR

LAST UPDATED: APRIL 2018

AIM OF THE ROLE

The Product Specialist will assist in the development, enhancement and lifecycle of products within the InHealthcare portfolio in accordance with the company's documented processes.

The primary responsibility of the Product Specialist is, while maintaining patient safety at all times, to also manage revenue and profit stream. This is done by co-ordinating all aspects of the service with sales, development, marketing, customer support, service operations, finance, and legal.

KEY RESPONSIBILITIES

Key responsibilities will include but are not restricted to the following;

- Identify new opportunities, cost reductions, and service improvements
- On-going service maintenance & updates
- Maintaining the customer Service Definition and SLA
- Assisting with customer pricing for all components of the service
- Monitor progress against the corporate financial plan, including:
 - Sales pipeline
 - Contracted customer revenue
 - ARPU
- Support for sales & marketing activities, including:
 - Co-ordinate launch activities with marketing
 - Analyse market, competitor and business performance research information
 - Support major sales opportunities and strategic accounts
 - Ensuring all sales literature is relevant and accurate
- Ensure that internal service documentation and procedures are available and maintained, including:
 - Pre-sales design guidelines
 - Service installation procedures
 - Customer support manual (FAQ, escalation, etc)
 - Service operations documentation
- Weekly Nationwide travel (approx. 1 day per week) to meet with customers, marketing events etc



ISO RESPONSIBILITIES

The employee is responsible for ensuring that they are aware of the security policies and procedures of the Information Security Management System (ISO27001) and how these specifically relate to the information resources they have access to.

All security events, whether suspected or actual, must be reported immediately to the Information Security Manager on detection, without exception, including underperforming or broken processes that may lead to information leakage or a security breach.

Responsible for ensuring that all activities are carried out in accordance with their requirements including:

- Ensuring that they fully understand and execute their responsibilities under the QMS (ISO9001)
- Ensuring that they know and understand the company Quality Policy
- Informing their Department Managers of any quality issues of concern
- Ensuring that they adhere to best practice

PERSONAL SPECIFICATION

The ideal candidate will be able to demonstrate the following skills and attributes;

- Intelligent self-starter with a pro-active approach to their workload
- Strong interpersonal and communication skills
- Friendly and confident with a 'can do' approach
- Ability to work well within a team but with the confidence to work on own initiative
- Customer/sales focused
- Determined and able to perform well under pressure/against deadlines/objectives
- Innovative/Pro-active approach to decision making and problem-solving
- A high degree of literacy and numeracy
- The ability to construct clear and concise product marketing/technical documentation
- Fully conversant with all Microsoft packages (Word, Excel, PowerPoint etc)