

BOARD INTELLIGENCE

Product Specialist

Role Specification & Candidate Profile



BOARD
INTELLIGENCE

The Role

Our client base is growing and we're looking for a Product Specialist to join our BI24 Team.

Board Intelligence's platform is used by some of the most experienced, respected business leaders in Britain. These CEOs, Chairs, CFOs and other executives, are consistently exposed to best-of-the-best services, be it five-star hotels or first-class flying. The support we offer when using our platform is no different, hence we pride ourselves on delivering a concierge-style support service that is always intelligent, explanative and swift.

WHAT WILL YOU BE RESPONSIBLE FOR?

- As first point of contact - to diagnose and resolve swiftly any client queries with full understanding on the user's part
- Perform diagnosis by asking intelligent, pertinent questions that allow you to build context around potentially more complex issues
- Using your judgement to assess whether any issues might be the result of a software-based bug or reveal the need for more advanced training and guidance
- Where you cannot resolve an issue, escalate either to our Engineering or Customer Success team for resolution, explaining the context around the problem, the steps you took to diagnose and any notes relating to the Customer's opinion or situation
- Due to the need for 24/7 coverage, you will enter a Rota* for out of hours coverage with shifts covering weekends and evenings. Call volumes are much lower out of hours and you can work remotely.
- Support the Customer Team by occasionally delivering client training and accompanying Account Managers to client visits
- Performing all levels of client tasks and troubleshooting
- Maintaining up-to-date knowledge of product developments and changes.

WHAT ARE WE LOOKING FOR?

- Someone who is clearly-spoken and able to explain concepts and ideas efficiently and engagingly
- Has exceptional attention to detail and standards

- Is confident in asking questions to ascertain exactly what someone wants to know before providing an answer, and you'll have excellent written communication skills to reply to clients
- Is commercially minded with an entrepreneurial drive and 'can do' attitude
- Is naturally inquisitive and genuinely interested
- Is committed to delivering the best quality of service to their clients
- Contributes ideas for the improvement of the team and internal processes
- Is an ambassador for the business, living and breathing the Board Intelligence principles and standards.

While it's advantageous to have experience of first-line software support, we're more interested in someone who is passionate about consistently delivering an outstanding customer experience and has a genuine interest in learning more about technology.

You will be based at our London office, but may be required to travel to client sites across the UK from time to time.

WHAT'S OUR RECRUITMENT PROCESS?

We know there are lots of great opportunities out there, so we don't hang about. We'll make our decision quickly and our recruitment process will be:

- CV screening
- Telephone Interview with Head of Support Operations
- In-person interview with Head of Support Operations, COO/CEO
- Written exercises

**Normal working hours Monday to Friday 9 am - 6 pm. Approximately once every two months you will be required to provide on-call support from Saturday morning to Sunday evening. The following Monday to Friday, you will work remotely from 4 pm to 1 am.*

About us

THE TEAM

Our Customer Team is 35 and counting, spanning Marketing & Events, Business Development, Customer Success, Specialist Delivery and BI24. Our backgrounds are varied and together we ensure our network, prospects and clients have a fantastic experience with us – from the exploration of initial interest, through to a slick and professional sales process, tailored platform onboarding and value-add throughout the client lifecycle.

THE COMPANY

Board Intelligence is a rapidly growing Software as a Service (SaaS) business, pioneering a service that drives board effectiveness for decision makers and directors. We've been helping boards to make smarter, faster decisions for 16 years and we've been turning that knowledge into software for seven years. With over 14,000 users engaged on our platform, we work with FTSE 100s, large privately owned companies, public sector and government departments, and have delivered ~50% YOY growth over the past five years.

We're 70 people today and growing fast. As we grow, we're fiercely protective of our friendly, high performing culture. With over 13 nationalities represented, the team is diverse and friendly, and most days you'll find a group of us getting lunch together.

We're owner managed and remain in control of our own decision making and destiny. Many of us, including our founders, have young (or not so young) families, so we know the value of a supportive company. And all of us like to have fun, so our regular company socials, Friday drinks, away days and lunch & learns are always a highlight.

THE OFFICE

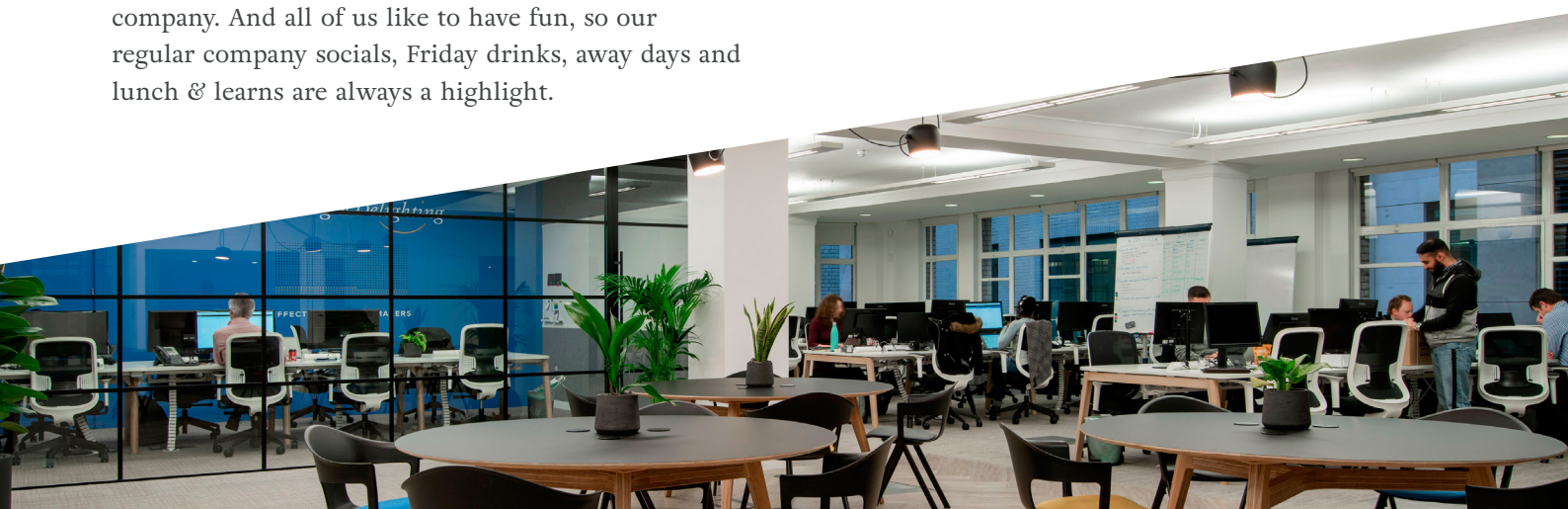
Most of the company are based in our London office, but we have a small team in Hong Kong who help to provide 24/7 support to our clients.

Our London office is in the heart of the City. It's brand new, with a sleek fit out, great communal kitchen and lots of meeting rooms and booths, so you can always find the space you need. A stone's throw from Bank Station (Central Line, Northern Line, Waterloo & City, DLR), the office is also minutes from Cannon Street and Moorgate Station, and not far from Liverpool Street or London Bridge. We have the Royal Exchange on our doorstep and are spoilt for choice for lunch options and after work drinks venues, as well as gyms for those who want a bit of balance.

THE DETAILS

We pride ourselves on our great working environment and package. Here's some of what's on offer:

- Competitive salary & pension scheme
- Personal performance bonus
- Bupa health & dental cover
- Daily breakfast, drinks, fruit and snacks
- Regular training & development, mini MBA series, lunch & learns
- Travel card loan & cycle to work scheme
- Competitive parental policies



Contact



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