



Graduate Product Design Associate (Business Analyst)

Idox Communities - Lilie

Home Based, with occasional travel

About the role

At Idox Software, we're transforming the landscape of electronic health record (EHR) software for sexual health services in the UK. As the market leader with 70% market share, we're committed to revolutionizing public healthcare with a brand-new product that will raise the bar for usability, innovation, and impact in this vital sector. This is your chance to join a fast-paced company where expectations are high, but the opportunities to make a real impact are even higher. Your work will directly influence how sexual health services are delivered, helping public services improve care for countless individuals.

We're looking for an ambitious and talented **Graduate Product Design Associate** to join our dynamic team. This is an exciting opportunity for a graduate to be at the heart of designing our next-generation software product.

Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our customers. You'll be involved in forward planning, customer awareness, and the provision of management information to support Idox business strategy, goals, and objectives, as well as ensuring business as usual and minimising downtime for our customers. You will always be encouraged to bring insights and intelligence back to the Group.

If you're excited about the opportunity to work at the intersection of technology, healthcare, and design, we'd love to hear from you. Please submit your CV and a cover letter detailing your interest and what makes you a great fit for the role. Join us and make your mark on the future of healthcare.

Key Responsibilities

You'll work closely with customers, developers, and quality assurance engineers to shape product ideas into actionable designs and specifications.

You'll have the chance to:

- **Contribute to innovative product design** that redefines sexual health EHR software
- **Apply your research and interpretive skills** in information gathering, scoping, interviewing and interacting with focus groups
- **Collaborate with internal and external stakeholders**, translating complex ideas into clear, actionable specifications
- **Learn** from a team of passionate professionals and gain hands-on experience in the full product lifecycle
- **Help build a product that truly serves public health needs** while honing your skills in a high-impact, fast-paced environment
- Work on a **brand-new, high-impact product** that will reshape the sexual health software space
- **Make a tangible difference in public health** through meaningful and innovative work.

Idox. Do more.

To be successful, you should bring:

- A genuine interest in the subject area where your skills, attitude, and potential can grow.
- The ability to enjoy work that combines cutting-edge technology with **real-world public service impact**
- Energy for active participation in a fast-paced, high-expectations environment where your contributions will be seen and valued from day one
- Active uptake of a collaborative, supportive team culture with lots of opportunities for personal and professional growth.

Here are the attributes we value most:

- **Precise and clear communication skills:** You can think and express yourself like a mathematician, delivering clarity and precision in everything you say and write.
- **Creative problem-solving:** You bring a touch of creativity to product design, finding innovative ways to meet customer and user needs.
- **Passion for software and technology:** You're enthusiastic about understanding how technology works and how it can be improved.
- **Eagerness to learn:** You're keen to dive into product design and gain a deeper understanding of the process.
- **Strong interpersonal skills:** You can work effectively with a variety of stakeholders, from customers to developers, building strong relationships along the way.

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 around 660 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>