

# Product Specialist

## Role Description

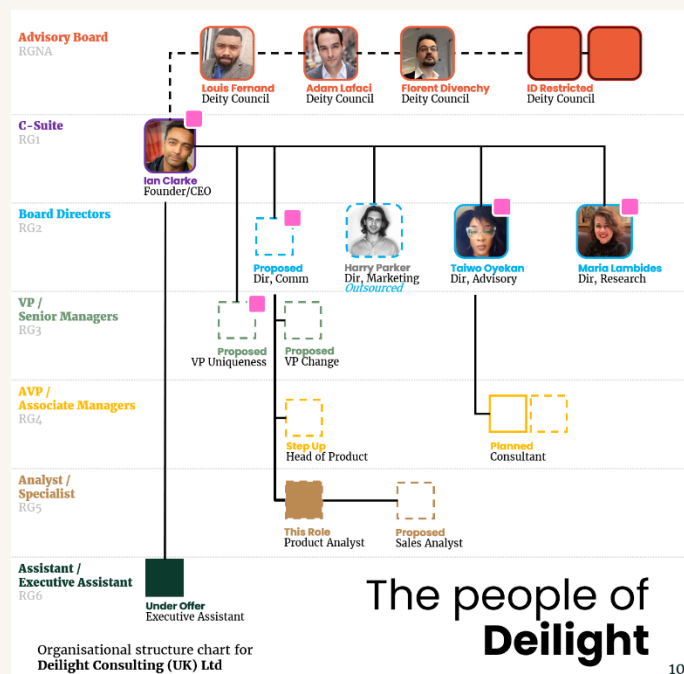
### Welcome to Deilight Consulting

Deilight is a diverse, multi-award-winning, commercial-minded full-service Change Management consultancy specialized in DE&I, Culture Transformation and Leadership.

Our social enterprise exists to create and drive change using the power of human uniqueness. We help any progressive organisation – large or small – thrive financially through difference so that humanity itself can reach its full potential.

Skip the criticism, forget the past, avoid the judgments and move past the performative. We create meaningful, sustainable, lucrative change on an infrastructural level by listening, shining light, spreading wisdom, uniting people equitably and thinking differently.

Looking to *make a difference*? You sound *Deilightful*.



### As our new Product Specialist

You'll be front and centre in ensuring we fulfill our founding commitment to only deliver world-class products, plus you'll play a critical role in forming our firms identity as we transform from an unknown commodity into a world leading authority on driving cultural change in the UK and beyond.

Your primary responsibilities will be to ensure we fulfill our founding commitment to only deliver world-class solutions that actually work. With a particular focus on Insights, Events,

Speakers, Experts, Training and Coaching, your wisdom will imprint excellence from service inception to design, proof of concept, content, distribution, delivery and continuous improvement. Key duties include:

- Quality check and build out our library of proprietary content and insights, supplementing your own content.
- Help to maintain, grow and broaden our relationship with 3rd party content publisher, relationships.

- Supporting our marketing team by keeping our website and entries with 3rd parties up to date.
- Storyboard, design and create new training content; review existing content yearly for continuous improvement.
- Design, create and maintain our library of Assess & Advise checklists, specifications, literature and sales guides.
- Create and maintain a comprehensive digital product catalogue, and associated product literature.
- Work alongside Sales & Marketing to improve performance of key products and ensure all deliver meaningful change through targeted campaigns, gathering/analysing feedback, supporting sales deals, user research etc.
- Consider, recommend and implement improvements to existing products, new products, or product retirement.
- Ensure all output content meets our legal and compliance obligations and does not put our firm at risk.
- Maintain and coordinate existing relationships with our strategic procurement vendors and manage stock levels.
- Create an annual Product Plan of key deliverable projects, dates, costings, needs and nice-to-have's.
- Ensure our ERP / CRM / Accounting systems are kept up to date with latest product information across the firm.
- Contribute ideas and deploy approved enhancements to our business that will better help us realise our goals.
  - Watch out for emerging business risks and opportunities, helping us respond to the changing dynamics of our industry and planet.

### Credentials

We're looking for unique people who can demonstrate tangible life purpose beyond themselves, a genuine commitment to socially responsible enterprise and a leading capacity to listen and learn in areas where technical proficiency relevant to the role may fall short of what could reasonably be considered 'expert' level.

### Useful Qualities

Unlike some, we live and breath our core values, practice what we preach and deeply value different ideas and perspectives. This focus on meaningful action, not just words, and the authentic truth behind our identity is our strongest competitive advantage.

So while others are looking for a Culture Fit, we're on the look out for a Supplemental Fit. That means unusual people with different perspectives, rare life experiences, provocative opinions, new ideas, elevated empathy and their own vision of how the world should be.

These qualities would greatly assist any candidate in thriving through this role:

- Exceptional written and conversational linguistic, listening and other broader communication skills
- Excellent organization and time management skills
- Strong familiarity with Microsoft Office Suite, Google Suite and/or HubSpot CRM
- Comfortable interacting with senior executives
- Resourceful, helpful, high energy positive team player tolerant to the stress of a fast startup business environment

Alignment to our Core Values and support of our Purpose is essential. For more information, visit the 'our identity' section of our corporate website.

### Working with us

We are a startup business who, in just 12 months, have broken 5 world records and won 6 awards for excellence. However there is still much to do to build out our franchise and become a fully fledged corporate with all the systems, processes, facilities and staff support we want to offer. This role represents our 4<sup>th</sup> full time member of staff and 9<sup>th</sup> member of staff overall.

- 35hr, 4-day working week with fully flexible time and location

- Please be reachable and able to attend calls or meetings in the London region Monday to Thursday 9am to 7pm
- £25,000 initial salary rising to £35,000 on a best efforts basis
- 32-days fully paid holiday per year plus bank holidays
- Auto-enrollment pension, private healthcare and full perks

### Qualifications

As an inclusive organisation, we do not have minimum academic or years experience requirements at Deilight.

### Contract

- Criminal reference check: Not required
- Contract: Permanent contract (6 months probation period) with our UK legal entity
- Decision making powers: None

After 12-months strong performance you will be eligible for A) a promotion to Head of Product (RG4), B) a 1% share equity gift, C) a 29% fixed pay increase to £45,000 p/year.

### Can you think differently?

Then email a copy of your CV/resume and cover letter (optional) to [hrteam@deilightconsulting.com](mailto:hrteam@deilightconsulting.com). Candidates meeting advertised criteria will be invited to an informal discussion with our Founder, followed by a separate formal 1hr competency interview under dual control.

**You are special.** You stand out in a crowded room. Your superpower is that you are one of a kind.

Not through entitlement, privilege or the volume of your voice, but because you dare to think, look and/or act differently, and you speak with authority, truth and purpose. You're not afraid of speaking up when you see something wrong or have an idea that others might benefit from hearing, and you listen in kind to others problems and ideas in return.

You make plenty of mistakes – we all do – but you are determined to put them right and learn from them. And you're resolute on never judging others for their mistakes. Instead you genuinely enjoy helping them become better. If you don't understand something, you simply ask. If something upsets you or doesn't feel right, you have a quiet word with those who need to hear it.

You love and respect all human beings and believe every single one is valuable and worthy of your time and investment. You enjoy listening to different perspectives and using them to form your own thought leading opinions.

You're comfortable around people passionate about sustainable social business linked to things like our climate, charitable causes, social justice and solid legal compliance within corporate governance frameworks. A 'glass half full' person, you are able to resist pre-programmed, short term human instinctive self-interest to behave altruistically (for others), think longer term (about the future) and dream big (about your place within it).

As a free thinker who believes in doing the right thing and dreams of leaving a legacy after you pass, you understand that nobody succeeds alone. You bring energy, ideas, ambition, drive, warmth, passion and the curiosity to learn and grow into a superhuman.

**Your star is rising. Not about to stop there,  
your journey involves bringing along many  
others unlike you.**

**People are at the heart of our  
business. We promise to love care  
and listen to them always, then  
respond to their needs.**

