



# PRODUCT MANAGER

## MAIN PURPOSE OF THE JOB :

As the Product Manager, you will report to the Head of Product & Insight and will be responsible for ensuring our software product platforms deliver value to our customers, both in terms of their design and ongoing performance.

You will be responsible for the full lifecycle of the product. Starting with B2B customer engagement and supporting market research to understand opportunities to grow revenue and market share. Bolstering our technical capability, you will oversee the development of both new product offers and continuous improvement on the current portfolio to meet market needs. Ensuring our products and development work are prioritised, focused and fit for purpose

You will contribute towards the marketing launch and promotional plans for new products and help refine the customer onboarding for our SaaS software to deliver a first in class client experience, with the goal of maximising adoption, retention and minimising churn.

## MAIN TASKS OF THE JOB :

### PRODUCT DEVELOPMENT

- Acquire market intelligence and understand customer requirements to inform the product roadmap
- Gathering and evaluating ideas and opinions for NPD and EPD
- Learning and becoming the expert on the customer frontend SaaS platform
- Understanding and evaluating technical architecture of the system, alongside developers, to propose future investment
- Managing and reporting on development budgets
- Determine a product plan that will see a cadence of quarterly releases



## S T R A T E G Y   A N D   M A R K E T I N G

- Support senior management team in assessing and making strategic product decisions
- Understanding commercial impact and viability of proposed products, working with Head of Product and sales team to define pricing and profitability
- Setting KPIs for both product development and product performance. Measuring and presenting on key metrics such as time to market, churn rates, sales data and customer adoption
- Supporting marketing on product launches, customer onboarding and on-going client retention campaigns

## M A N A G E M E N T   R E S P O N S I B I L I T I E S

- Primary point of contact with third-party developers, overseeing the working relationship to ensure development velocity
- Understanding resource capacity to ensure focus and priority is maintained on biggest impact drivers
- Managing the product development budget
- Coaching and mentoring other members of a cross functional team
- Being the product champion within JGP – inspiring and enthusing colleagues and users of the product

## S K I L L S   A N D   E X P E R I E N C E

### E S S E N T I A L

- Previous experience in a Product Manager/ Owner role, in a B2B SaaS sector
- Building product roadmaps whilst working with cross-functional teams of developers/ engineers, marketers, account teams and customer experience
- Experience with engineering and design in order to define, build and maintain products



- A start-up mentality and energy to solve problems in an innovative way, putting the customer experience at the heart of every process and decision
- Working closely with in house and/ or third-party developers and designers
- Strong commercial and strategic mindset, able to understand present data and opinions in a clear and concise manner, backed with evidence
- Owning and working within a defined budget, prioritising to ensure MVP
- Comfortable working and communicating with a wide range of both internal and external stakeholders

#### D E S I R E D

- Direct experience in developing and launching an app or software built on an open-source platform
- Comfortable with large datasets and use of analysis tools such as Tableau
- Experience in developing go-to-marketing product strategies
- Confident and able to speak up and support their opinions with strong rationale, analysis and evidence

The job description is not intended to be an exhaustive list of your responsibilities. We reserve the right to require you to undertake such other tasks or duties, as may be appropriate to your status, experience and capability. We reserve the right to transfer an employee from one job to another and from one department to another, subject to capability, in order to benefit the efficient operation of the business.