

## **Example brief I have worked against**

### **Typical working environment**

Org X is transforming how it designs and delivers digital services, building capacity across the organisation for better service delivery.

To support this important mission, we are looking for a Product Manager to ensure the successful delivery of our Y Platform.

The Platform will provide the data and operational infrastructure to build products, services, components, and resources that meet the service delivery needs of the Org X.

Org X is looking for an individual with a strong digital delivery background, to work in a fast-paced delivery-focused, agile environment with multidisciplinary teams.

Working collaboratively with senior leadership across Org X you will ensure that products on the platform roadmap is underpinned by user needs and aligned with Org X's organisational objectives.

You will be adept at breaking down barriers for your teams, and both planning at a higher level and getting into the detail to make things happen when needed.

You will also help lead our product and service community, sharing your skills, knowledge and experience with others across Org X and the wider health and social care sectors.

### **Responsibilities**

- Accountable for the strategic direction and leadership of multidisciplinary product teams to continuously improve products and platforms so that they meet user needs
- Own and develop a clear vision, goals and measurable objectives for Org X's products and services
- Develop the product strategy and roadmap, iterating these to meet the changing needs of users and the wider Org X
- Manage the prioritisation of product development to ensure that the products remain reliable, robust and secure, whilst also continuously improving
- Lead and motivate multidisciplinary teams (mix of in-house and supplier), helping them organise and plan their work, ensuring they deliver platform infrastructure, products and services that meet user needs
- Lead product delivery in a complex regulated environment, able to plan beyond delivery, identify dependencies across services and coordinate product activity across multiple teams
- Work with delivery managers, user researchers, technical architects and business analysts to plan and coordinate sprints, ensuring product iterations are of high-quality
- Actively participating in the product and service community, learning, sharing and applying skills and knowledge to improve, and being an advocate for product management in Org X
- Lead engagement with stakeholders, users and partner organisations in support of the deployment of Org X products, services and platforms

## Essential criteria

- Significant track record of successfully delivering and evolving complex digital products and platforms
- Deep understanding of product management approaches and methods and how they help deliver platforms and products at scale, with an ability to coach within and outside of the team, represent the teams and be an advocate for these tools and techniques
- Experience of creating and developing product strategy, vision and roadmaps to secure support for your products and direct the work of delivery teams through all phases of agile delivery
- Expertise in assessing products, services and platform capabilities, giving constructive feedback and guidance around priorities and improvements
- Excellent stakeholder management skills, and the ability to form and maintain strong collaborative relationships
- Be a point of contact for stakeholders with the ability to manage stakeholders' expectations and facilitate discussions product complexity or under constrained timescales
- Deep understanding of the digital landscape, product management, agile ways of working and how platforms enable the delivery of digital services
- Expertise in solving issues and unblock problems, drives teams and set the pace, ensuring teams are working towards delivery commitments
- Leading teams which use modern software delivery approaches, DevOps techniques and user-centred design methods
- Experience of running digital live services and operational platforms