**Job Description**

**NHS Professionals Ltd**

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| **Job Title** | Product Manager |
| **Grade** | L3 |
| **Location** | NHSP South Hub |

**Role**

To work closely with the Head of Product Management to maximise the value of business applications and the development invested in them.

This will include setting the vision for the product(s) within their portfolio and create clear development roadmaps (with the support from the Head of Product Management).

This role will use specialist knowledge across various operational and IT disciplines, to design, develop and implement innovative solutions, working in partnership with internal and external customers and external providers, to improve operational delivery of service. This includes being responsible for ensuring that the IT and business solutions for specific product(s), aligned with specific business strategies, are delivered using the Agile methodology adopted by NHS Professionals.

The post holder will have a good understanding of the market and customers relevant to the product through use of research, analysis of user journeys, feedback from clients/users, business intelligence and other market information. This will lead to the provision of creative solutions which meet the requirements of the stakeholders and enable the Product Manager to be the voice of the user inside the business and passionate about the user experience, ensuring that stakeholder views and relationships are engaged at all phases of the process

**Organisational Structure**



**Responsibilities**

* Managing all aspects of the software product lifecycle for the product(s);
* Contribute to creating the vision and strategy for the product(s), making sure they stand out and provide commercial benefits from the services by understanding customer needs, current and future technology trends, and solid partnerships
* Carries out and oversees various tasks in the realization of product management goals and plans Act as champion for the product(s);
* Meet regularly with all stakeholders including Product Owners, product developers, marketing, business unit managers; users and clients.
* Use specialist knowledge across various operational and IT disciplines, to design, develop and implement innovative solutions, working in partnership with internal and external customers and external and internal providers, to improve operational delivery of service.
* To have expert working knowledge of the product(s) and therefore be a point of reference and information.
* Collect, analyse and respond to user feedback;
* Gather and evaluate ideas and opinions;
* Plan new features and changes to the product(s) and work in collaboration with key individuals to secure effective engagement in taking forward the agenda.
* Demonstrate new ideas and features to stakeholders;
* Create timelines and roadmaps for developing the product;
* Maintain market knowledge and carry out competitor research;
* Support implementation, communication, training and marketing plans;
* Responsible for producing regular reports for the Executive Team on activity.
* Produce and manage delegated responsibility for Product budgets and to monitor effectively.
* Identify and manage risks and issues.
* Chair various sub-groups and meetings when required.
* Manage competing priorities across product initiatives.
* Develop and maintain communication with people on complex matters, issues and ideas in complex situations.
* Enable and encourage others to appreciate and understand the influences on services and why improvements are being made and to offer suggestions ideas and views for future improvements, sharing achievements and challenging tradition.
* Effectively use appropriate methods and sources to collate and analyse data and information, developing justifiable and realistic conclusions and recommendations.
* Regularly review achievement against stated targets and where appropriate develop alternative strategies for improving operational performance.
* Matrix management of project resource, who are not necessarily direct line reports;
* Work with identified budget to deliver relevant projects;
* Management of Third Party suppliers within contractual terms.
* Ensure that system performance is achieved in line with agreements with suppliers and manage supplier activities in relation to system maintenance.
* Line management of Junior Product Manager(s), giving them clear information and opportunities to influence work objectives, planning and organisation in a way that inspires commitment and enthusiasm, whilst agreeing appropriate courses of action to address any issues with their work.

**Accountabilities**

* Provide and receive highly complex, sensitive or contentious information where there are significant barriers to acceptance which need to be overcome using the highest level of interpersonal and communication skills, such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere.
* Prepare, present and facilitate meetings and presentations to internal and/or external stakeholders as appropriate, in a variety of media including spreadsheets and presentations.

**Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

* **Equality and Diversity**

To act in accordance with NHS Professional’s Equality and Diversity Policy, this is designed to prevent discrimination of any kind.

* + **Health and Safety**

Ensure that all duties are carried out in line with NHS Professional’s Health and Safety Policy.

* + - **Corporate Image**

Adopt a professional image at all times.

* **Risk Management**

Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)

Responsibility for attending health and safety training as required.

Responsibility for assisting in risk assessments.

* **Scheme of Delegation**

To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:**

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

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| **PERSON SPECIFICATION** | | | | |
| **Criteria:** | **ESSENTIAL**  (When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed) | HOW IDENTIFIED  A / C / I / P/ R / T | **DESIRABLE**  (When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed) | HOW IDENTIFIED  A / C / I / P / R / T |
| **Qualifications and Knowledge:** | * ‘A’ Levels or equivalent * Prince2 Practitioner or equivalent experience in Project Management   Demonstrable experience working with Agile / Scrum software delivery methodology |  | * Educated to first degree honours level.   Experience working with multiple software delivery methodologies Waterfall / Agile / Scrum / Lean / Kanban |  |
| **Experience:** | * Previous experience in software product management * Knowledge and practical experience of leadership theory. * Knowledge and understanding of NHSP’s long term strategy. * Direct and indirect management of professional team. * Developing effective working relationships with project teams to ensure optimum outcome for the project.   Co-ordination and control of external suppliers to ensure project success. |  |  |  |
| **Communication and People Skills:** | * Programme and Project management skills (Prince2, or equivalent). * Ability to operate and move between strategic and operational level thinking. * Hands on approach; * Strong analytical skills; * Demonstrated ability to conceptualise, manage and prioritise multiple projects simultaneously; * Ability to build effective collaborative relationships with a wide range of professionals within NHSP. * Ability to challenge and influence established beliefs and behaviour to deliver business objectives; * Ability to lead multi-disciplinary and multi-agency groups to achieve the optimum outcome for all parties. * Advanced communication skills including the ability to use a variety of media and communication channels to reach the target audience. * Communicating highly complex and contentious information where barriers to understanding exist. * Advanced presentation skills including ‘public speaking’ capability, ability to pitch both style and content of a presentation to suit the audience and effectively convey the message. * Negotiation and conflict resolution skills. * Time management and organisational skills. * Continual improvement and development of self and others.   Proficient with a wide suite of computer software applications and IT technology   * Able to communicate effectively using excellent verbal and written communication skills. * Extensive experience leading a team in an Implementation environment. * Able to liaise at a complex level.   Ability to influence, persuade, negotiate, delegate, prioritise and organise multiple concurrent tasks. |  |  |  |
| **Organisational Skills** | * Proven ability to work with a high degree of autonomy. * A self starter with the ability to establish the way forward and develop their own solutions. * Flexible and adaptable approach to work. * Ability to manage own and others workload and to prioritise demands.   Ability to lead and work supportively as part of a team |  |  |  |
| **Specialist Knowledge and Skills** |  |  |  |  |
| **Physical Skills:** | * Must pass pre-employment health assessment. | P |  |  |
| **Equality:** | * Candidates should indicate an acceptance of and commitment to the principles underlying NHSP’s Equality and Diversity and Health and Safety Policies. | I |  |  |

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation