

Job Title:	Product Manager
Location:	Stonehouse
Division:	Democracy and Engagement
Business Unit:	Xpress Electoral Software

1. Role Purpose / Background	<ul style="list-style-type: none"> • The main purpose of the role is to proactively seek out market and customer insight to determine the Product Strategy and Roadmap. • To work closely with the IT & Development Manager to assess competing priorities ensuring the product is brought to market on time and on budget. • To manage the Product Team • To escalate and solve potential issues related to the software • To design and implement development and change control processes
2. Principle Accountabilities	<ul style="list-style-type: none"> • Define the development lifecycle for the product and all modules and design the releases as appropriate for the customer and to meet internal targets • Work with the BA's to gather, analyse and document business processes and needs. • Work with our customers and prospective customers to understand the changing demands placed upon them and the opportunities to grow the business beyond the existing solution • Create, coordinate and complete workshops to enable a knowledge transfer to Development, Support and Education Teams. • Assist with sales activity as required
3. Reporting Relationships	<ul style="list-style-type: none"> • This role will report to the Operations Director
4. Essential Competencies	<ul style="list-style-type: none"> • Experience of managing customer requirements and expectations • Commercially astute • Excellent interpersonal and communication skills to work with internal and external customers • UK Driving license and prepared to travel throughout UK • People management with the flexibility to manage change of priorities at short notice
5. Preferred Skills	<p>Either:-</p> <ul style="list-style-type: none"> • Broad electoral knowledge would be a significant advantage and/or • Relevant Business Analyst experience