

Job Description – Product Manager

Job Title	Product Manager
Line Manager	Tech & Product Director
Salary	£ 37,557 (plus £2,000 London weighting if applicable)
Contract	12-month fixed term
Hours	37.5 hours per week Monday to Friday, flexible working with 10am – 3pm core hours, some evenings and weekends required
Based	London, Leeds, Cardiff or Birmingham. Travel to London will be required. (Currently remote working until office reopens, then 2 days per week in office)
Benefits	36 days' holiday (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, professional development day allowance + budget, health cover cash plan
Start Date	ASAP

The Organisation

The Brilliant Club is an award-winning charity that exists to increase the number of pupils from underrepresented backgrounds progressing to highly-selective universities. We do this by mobilising the PhD community to share its expertise with state schools. We recruit, train and place PhD researchers to work with state schools: either part-time as tutors through The Scholars Programme or our new Brilliant Tutoring Programme; or full-time as classroom teachers through Researchers in Schools (RIS).

The Opportunity

We are excited to be recruiting a Product Manager to join our technology team. This new role will help us to achieve a best-in-class digital experience for our students, colleagues, and partners, as we begin delivering our new five-year strategy that includes ambitious plans for digital transformation. It's an exciting time to be joining us!

The successful applicant will oversee the development of our new platform for pupils, tutors, and teachers. The role will require excellent relationship management skills working to balance the prioritisation of both internal and external needs. You will support the Tech & Product Director to ensure the vision of a fully inclusive user experience for pupils is achieved, working in an agile way to gather regular user feedback.

This role may appeal to someone who has experience delivering products as part of an IT team, or has demonstrable experience delivering projects in the education sector with significant technology components. We're looking for a self-motivated, empathetic, focused individual that is happy working with cross-functional teams and knows how to get things done! We think this is a great opportunity to join The Brilliant Club at an exciting time when technology is a key part of charity's strategy.

The Brilliant Club exists to increase the number of pupils from underrepresented backgrounds progressing to highly selective universities. We think it is important that our charity reflects the lived experience of our beneficiaries, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBTQ+) candidates, and candidates from low income families. These groups are currently underrepresented at The Brilliant Club and we are committed to increasing representation and diversity at the charity.



Job Description – Product Manager

To Apply	Please click here to fill out our Equality and Diversity Monitoring Form and here to submit your application. Please note that we will not consider applications that do not refer to this post.
Deadline	Midnight on 22nd September 2021
Interviews	27th September 2021 (1st round), 30th September 2021 (2nd round)
Further Details	Please visit www.thebrilliantclub.org or call Chloe Hayes on 020 3005 3341

Person Specification

Time and Resource Management

- Develops and delivers on plans, using appropriate product/project management tools
- Can manage organisational projects, with appropriate levels of time and resource input

External Stakeholder Knowledge and Management

- Triages relationships so that those that need it get most attention
- Manage external supplier relationships to ensure the charity receives value for money

Communication

- Listens to others and ask clarifying questions to understand the needs of users
- Confidently adapts content, tone and delivery of written and oral communications to the needs of the audience and is aware of their impact

Initiative and Problem Solving

- Identifies problems, suggests possible solutions and effectively implements agreed solutions.

Role Specific Knowledge and Skills

- Essential – Comfortable liaising with senior stakeholders and managing competing priorities.
- Essential – Can confidently oversee multiple projects simultaneously.
- Essential – Confident gathering and challenging requirements.
- Essential – Able to work with new technologies and adapt to new approaches.
- Essential – Strong collaboration and communication skills.
- Desirable – Familiarity with Agile delivery methods e.g. Kanban/Scrum.
- Desirable – Working with users of digital products and gathering feedback.

Role specific Experience and Qualifications

- Essential – IT product/project management experience – directly, or indirectly where technology component is significant part of a wider project or programme.
- Desirable – Knowledge of Salesforce CRM.
- Desirable – Agile project management experience/qualification.

Key Areas of Responsibility

The following areas of responsibility are the core of the role. However, the role is flexible and will vary according to the needs of the team, and the background and experience of the successful applicant.

Product Management:

- Manage sprints and adopt agile delivery principles to ship often and gain valuable end user feedback.
- Gather requirements and document as user stories for the tech team.
- Plan and evaluate sprints, including resource allocation
- Ensure feature requests are defined in a way that can be measured.
- Work with teams to turn end user feedback into features that form part of the product backlog.

Relationships & Communication

- Work with programme teams and senior leaders to align product change requests to charity's strategic objectives.
- Communicate product development updates to stakeholders, adapting to the different stakeholder needs.
- Provide regular updates on things that are going well, and things that require improvement, building in time to incorporate lessons learned.
- Identify improvements to ways of working with internal teams and communicate learning with the wider charity.
- Provide timely feedback to teams on product development.

Management & Support

- Manage a cross-functional delivery team.
- Support and champion the technology team and advocate new ways of working.

Job Description – Product Manager

- Ensure the charity maintains the highest standards of information security protocols in product development.

Wider Support

- Supporting The Brilliant Club's wider activities as a university access charity, e.g. training events.

Safeguarding at The Brilliant Club

The Brilliant Club is committed to proactively safeguarding children, beneficiaries and staff and to taking reasonable steps to protect all those who come into contact with the Charity from harm. The safety and welfare of everyone affected by the Charity's activities, especially children is a key governance priority. As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.