

Product Manager

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Product Manager

Position in the organisation

Reports to Senior Product Manager
Member of our Digital team
Part of our Technology directorate.

Purpose of this role

We are embarking on an exciting technology transformation programme, partnering with the wider Society to achieve our Help and Hope strategy by delivering modern, secure and user-centred tools, enhancing capabilities, simplifying operations, and fostering innovation. We will apply the mindsets of the internet-era to make our services as tailored and inclusive as possible, so that we can maximise our impact on people's lives.

The Alzheimer's Society is needed more than ever. We're at a pivotal moment for dementia. We're already having a huge impact and making a difference to people's lives, both today, thanks to our support for people affected by dementia, and in the future, thanks to our research and campaigning. Meanwhile, breakthroughs in research, improvements in diagnosis rates, and changes in perceptions have given hope that one day we will be able to end the devastation of dementia. This makes it even more important that our efforts are underpinned by best-in-class technology.

The Product Manager will be working on products that help over a million people affected by dementia every year, and the work that this role will be leading on will make a huge difference to their lives. This role is key in setting the goals, strategy and priorities for a cross-functional product portfolio, and defining the way thousands of people get help from us daily.

This role will lead the design, development and continuous improvement of our core enabling systems on behalf of the Society, and play a key part of an exciting shift to a product-first approach, where we invest in the tools that help people do their best work. The Product Manager will bring an user-centered and holistic approach to our enabling services and will work on a wide range of products as the Society's needs evolve.

The role plays a major part in developing our product roadmap, collaborating with a wide range of internal and external stakeholders and balancing user needs alongside organisational priorities and technical feasibility.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

Lead and deliver digital products and platforms

- **Strategy and stakeholder management.** Develop ambitious visions and product strategies. Get the organisation and team to buy into your ideas. Engage with teams across the organisation to understand priorities, align plans, and communicate with senior stakeholders and with external teams and stakeholders. Work with non-technical stakeholders to learn from their expertise.

- **Value and outcomes:** measure value and use qualitative and quantitative data to inform decisions. Focus on outcomes, not solutions. Translate the vision into prioritised, deliverable goals. Take considered, data-driven decisions and have the humility to learn from mistakes. Track and monitor product performance and user outcomes to iterate and improve on features.
- **Leadership:** Lead the creation and evolution of the product vision, strategy, and objectives. Lead your product team towards a common objective, without being a line manager. Develop the credibility and influence to bring people with you. Navigate ambiguity and uncertainty and support your team to do so. Create an equitable, inclusive, and collaborative culture. Ensure the team knows how their work relates to organisational objectives and user needs.
- **Product management:** Use a range of product principles, techniques, and approaches. Discover, define, and validate problems presented by user insight, stakeholder priorities, organisational strategy, and technical needs. Create and continually evolve the product roadmap, working in the open. Coordinate across complex dependencies (for example with other channels, products, and services) to deliver features that improve the overall user experience
- **User-centred design:** Identify internal and external users and what their needs are, based on evidence. Translate user stories and propose design approaches or services to meet these needs. Engage in meaningful interactions and relationships with users.
- **Agile working:** Apply an agile mindset that values learning, iteration, and experimentation over rigid process, adapting ways of working as teams, users and tools evolve. .
- **Technology and data:** Demonstrate an understanding of technology and data; including an awareness of the range of available technology choices. Make informed decisions based on evidenced user need and value. Have awareness of the wider digital economy and advances in technology.
- **Responsible and ethical approach:** Take a responsible and ethical approach, and minimising potential unintended consequences. Understand and work within given parameters, including (but not limited to) technology, policy, regulatory, information management, financial and legal constraints.
- **Lifecycle perspective:** Understand the different phases of product delivery and contribute to plan or run these. Maintain a product through the delivery phases, into live, and then into retirement. Shape and lead a team through the different phases of the product delivery lifecycle.

Financial and operational management

- **Financial ownership:** Help secure funding for agile delivery through well-reasoned business cases and strong presentation and influencing skills. Help prioritise spending based on return on investment and strategic intent for realisation of benefits. This may include contract ownership and accountability.
- **Operational management:** Work closely with other operational delivery teams such as information governance, procurement and commercial, projects and planning, finance, learning, and operations. Understand incident management and service support so that products are built effectively. Overcome operational constraints to deliver a successful product or service. Work with service delivery and enablement teams to services and products meet quality standards and compliance needs.

Other

- Deputise for Senior Product Managers and supervise product teams, as required from time to time.
- Undertake any other duties as may be reasonably required within the scope of the role.

We are looking for someone who can...

- Adhere to all the Society’s service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that personal information remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society’s health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society’s management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience of leading multidisciplinary teams to deliver digital products using agile methodology in a large and complex organisation	
Experience in understanding and balancing client, organisational, and technical needs and knowing how to balance these when setting product strategy and direction	
Experience of researching, prototyping, launching and scaling products and platforms from inception to live	
Ability to embody a product-mindset and be intensely user-focused, using qualitative and quantitative data to track progress against user outcomes	
Comfortable operating in unclear or areas of change. Forming hypotheses, running small experiments and using learning to inform decisions.	
Passionate about Tech for Good and with a proven desire to work in an equity-driven organisation solving complex problems	
Experience working with architecture and infrastructure and managing relationships between interdependent technology teams, including third party partners	
Commitment to sharing your knowledge, having mentored and coached others. Embrace the value that comes from working in the open and sharing with other organisations	

Strong influencing skills, with the ability to persuade and negotiate with senior internal and external stakeholders, including communicating methodologies and projects to a diverse, non-expert audience who may be sceptical of a user-first or agile approach	I
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Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A
Curious and proactive in learning, exploring new ideas, tools or approaches and reflecting on how they could improve outcomes.	I
Be a self-starter and incredibly motivated.	I
Excellent organisational and timekeeping skills.	A
Excellent attention to detail.	A
Non-judgemental communication	I
Commitment to and understanding of equal opportunities	I
Understanding of the inclusion agenda and its relevance within a diverse society	I

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by-how-to-talk-

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy

