

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF IT SERVICES

DIVISION OF TEACHING, LEARNING AND STUDENTS IT

PRODUCT MANAGER

VACANCY REF: PSX-027153

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| Salary: | Grade 7 £46,485 to £56,921 per annum, depending on relevant experience |
| Hours: | Full time (1 FTE) |
| Duration: | Fixed term for 14 months |
| Location: | Oxford Road, Manchester |

Enquiries about the vacancy, shortlisting and interviews:

Email: it.resource@manchester.ac.uk

Overall purpose of the job

The Teaching, Learning and Student Product Manager role is part of the Teaching, Learning and Student IT (TLS IT) function within IT Services. The TLS Product Manager is the front door to IT Services with respect to products related to teaching, learning and students. The post provides management and operational capability for the TLS products and services offered to our customers.

As part of the TLS IT team, the Product Manager is responsible for overseeing the TLS product lifecycle, shaping the services delivered to users for a product or products. Working with the wider University and IT Services to develop and manage the delivery of TLS product roadmaps and user journeys. In collaboration with the business users and stakeholders, taking responsibility for co-ordinating the product priorities for delivery by the engineering teams and suppliers, ensuring in collaboration with team managers that we have the right assets, people and skills in place to meet the needs of our users.

Product management responsibilities, accountabilities and duties

- Manage a product or set of products, ensuring that over time, the needs of customers/users continue to be met and that financial and other benefits are achieved

- Develop the core positioning and messaging for the products and services, including variants for different customer and user segments. Ensure appropriate communications and training are in place to optimise service adoption
- Facilitate effective working relationships within the virtual product team, leading, planning and co-ordinating the work of internal teams and external suppliers to ensure roadmap items are delivered, problems are solved and the product is appropriately supported through a collaborative approach
- Responsible for monitoring capacity and availability, using this information to inform governance decisions and to drive resolving activity where problems are identified and user needs are not met
- Responsible for the development and monitoring of KPIs for managing product performance, ensuring data collected can be used to improve services and managing issues with supplier performance
- Develop and maintain knowledge of the capabilities of the key technologies in the product stack to adapt and create services which maximise value from the investment
- Ensure the product and relevant underpinning technology are aligned to University policies and standards such as information governance, technical security and accessibility
- Lead, organise, and motivate the product working group; balancing the needs of strategic change with service improvement and problem management, setting priorities for the virtual delivery teams

Product lifecycle management responsibilities, accountabilities and duties

- Collaborative planning and change management of the product and service portfolio. Proposing, agreeing, delivering, modifying, and withdrawing services and features, taking into account development costs and ongoing costs of delivery
- Ensure ongoing review and improvement of products and services based on current and future user journeys, embedding an ethos of continuous improvement according to University and user functional and experiential need
- Ensure that product requirements are prioritised on the basis of agreed strategic objectives and operational priorities, and are progressed on a timely basis through agreed internal governance routes
- Develop and maintain a product roadmap, gaining agreement from key stakeholders on delivery priorities and timelines
- Managing risks and issues with the product, following ITS and University processes
- Contribute to the definition and agreement of clear processes and accountabilities for service delivery within the product scope, implementing appropriate Operational Level Agreements as required

Organisational awareness responsibilities, accountabilities and duties

- Act as a first point of contact for enquiries from ITS colleagues and user groups in other areas of the University, maintaining 2-way engagement by triaging and managing

inbound requests, as well as promoting product adoption and understanding to drive user satisfaction

- Make significant contributions to the development of product portfolio strategy, processes and systems, working with University stakeholders and ITS teams to plan and prioritise roadmaps of change to products, services, features and user journeys to ensure alignment to need, and to the University's strategic ambitions
- Create effective networks with key University business units to create lasting and effective engagements channels for understanding future product requirements
- Recognise and work with the strengths and constraints of team dynamics. Support focussed work groups and teams to solve problems collaboratively, with a goal of these teams becoming self-organising and therefore improving performance
- Identify barriers to progress and offers suggestions on how to address them. Provide advice to stakeholders on why barriers should be addressed and the actions required
- Develop an understanding of the given constraints (including but not limited to technology and policy, and regulatory, financial and legal constraints). Challenge constraints that can be changed. Ensure compliance against constraints by adapting products and services where needed
- Develop excellent working relationships with relevant suppliers, maintaining key knowledge on technology roadmaps. Engaging with internal supplier management teams as appropriate

Line management responsibilities, accountabilities and duties

- Manages, supports and guides the work of groups of staff in line with the operational needs
- Allocates responsibilities and assigns packages of work to groups of staff
- Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Gives regular feedback to teams and individuals on performance against agreed work
- Facilitates effective working relationships within and between teams of staff. Motivates groups of staff and teams towards a high level of performance
- Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics
- Advises individuals on career paths and encourages pro-active development of skills and capabilities. Provides coaching and mentoring to support professional development
- Manages probationary periods, setting out the requirements of the job, monitoring progress (e.g., regular meetings) and reacting to variances from expectations, organising training and development as required within appropriate timescales

IT Services responsibilities, accountabilities and duties

- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community

- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager

Person specification

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| Experience/education/qualification background: | <ul style="list-style-type: none"> Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role. ITIL qualification desirable |
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| Competency (Professional, technical or behavioural) | Level | Essential | Desirable |
|--|---------------|-----------|-----------|
| Business environment: The business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners and competitors), in particular those aspects of the business that the specialism is to support (i.e. localised organisational awareness from a technical perspective). | Expert in | X | • |
| Product evaluation and selection: The analytical comparison of IT products against specified criteria (including costs) to determine the solution that best meets the business need. | Expert in | X | • |
| Development approach: Understanding and application of different development approaches e.g. iterative/ incremental methodologies (e.g. Agile, SCRUM, etc.) or traditional sequential methodologies (e.g. Waterfall). Irrespective of development methodology a DevOps approach may also be taken where development and operational staff work collaboratively. | Proficient in | X | • |
| Value chain concepts: Identification and representation of the primary and support activities required to deliver a product or service in order to analyse aspects such as inefficiencies and costs. | Proficient in | X | • |
| Service delivery economics: The economics of service delivery, such as the cost per service line in terms of hardware, software, and manpower used to deliver the service. | Proficient in | | X |