

Head of Products & Partnerships

Your Missions:

Strategy & Roadmap Development

- *Develop and refine the overall Product strategy with the Product & Marketing Director*
- *Work with the Product Manager to develop and validate individual roadmaps for the optimisation of current products and the development of new products and partnerships aligned to specific user groups*
- *Take responsibility for the full product lifecycle, ensuring current products and services are optimised and there is a qualified pipeline of new products in development to meet commercial and operational needs*

Product & Partner Development

- *Own the relationship with current and potential service partners, third party vendors, and channel partners who are critical to delivering services within the portfolio*
- *Identify, research, engage, and negotiate with potential partners who can help TLScontact develop an innovative, compelling and profitable portfolio of added value products to meet the needs of our government clients and end-users*
- *Liaise with key stakeholders within the business to drive specific initiatives and opportunities, including Client Directors, the Bid Director and Operational leads*
- *Work with the wider Product team to implement pilot projects and establish MVP trials for products entered into the roadmap*
- *Map the product pipeline against viable markets and audiences to identify regional gaps where bespoke product development activity should be undertaken*

Product Leadership

- *Be the ambassador for Product within the organisation, using a continuous improvement mind-set to continually look for opportunities to work with operations, regional teams and country managers to increase product sales and profitability*
- *Form strong and collaborative relationships with organisational units that play a crucial role in the product lifecycle, including IT, legal, data protection and security*
- *Liaise with Client Directors to ensure products entering the development phase are in line with client objectives, contractual obligations, and account strategy*

Analysis & Review

- *With the support of the Product Marketing Manager and the Product & Marketing Analyst, create financial models and business cases to support the development of individual products and the realisation of department objectives*
- *Track and report product development progress against the roadmap and key milestones, along with financial performance for products and services post-launch*

Department

Product Management

Place of work

Lyon Office

Line Manager

Product & Marketing

Director

Previous Experience

- *7+ years product and/or service development experience required, which may include partner development activity, channel development or a direct involvement in building successful strategic alliances*
- *Distinct sales or business development experience will be an advantage*
- *The ideal candidate will have a combination of both B2C and B2B/B2G experience, although strong candidates on either side are encouraged to apply*
- *Experience of developing individual services that are managed as products would be beneficial, although candidates with experience working across software or other industries are encouraged to apply*
- *Ideal industry experience would include any combination of:*
 1. *B2B/B2G business process outsourcing, software, IT solutions;*
 2. *B2C travel services, citizen services for public sector organisations.*
- *Candidates with experience of working in large, complex organisations that operate across multiple global locations will be preferred, but this will not exclude candidates with differing backgrounds*

Knowledge

- *Strong experience in product / service management and development*
- *Significant experience of identifying, engaging and negotiating with partners and third-party vendors in order to build a product or service offering*
- *Knowledge of developing product roadmaps, managing backlog, product prioritisation, and the product lifecycle*
- *Any specific experience and knowledge of visa, travel and citizen services will be an Advantage*
- *Any experience of government outsourcing and foreign affairs will be of significant benefit*

Capabilities

- *Negotiation and business development skills*
- *Strong research and analytical skills*
- *Excellent written and verbal communication skills*
- *Project management and organisational skills*
- *A skilled collaborator, capable of working with diverse teams and negotiating complex processes*
- *Ability to manage multiple projects – with expert organisational skills*

Attitude

- *Commercial sense*
- *Assertive and curious self-starter*

- *Able to work independently and without close supervision*
- *Able to build effective interpersonal working relationships across the organisation*
- *Able to understand complex situations and to adapt / react to unforeseen circumstances*