

Product Manager

Your Missions:

Strategy & Roadmap Development

- *Work with the Head of Products & Partnerships (HPP) 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*
- *Own the product roadmap for the products and services under your control*
- *Take daily responsibility for the lifecycle of the products under your control, ensuring current products and services are optimised and there is a qualified pipeline of new products in development to meet commercial and operational needs*

Audience & Customer Focus

- *Work with the Product Marketing Manager to implement, analyse and interpret customer research and insights to ensure the needs and wants of users drive product development*
- *Work with the HPP to match customer segments with potential products for development, and prioritize as appropriate*
- *Document requirements as user stories and ensure these are communicated to all stakeholders and project teams*

Product Management

- *Own the relationship with current and potential service partners, third party vendors, and channel partners who are critical to delivering services within the portfolio*
- *Map the go-to-market steps required for new products, and project manage the process from inception to delivery*
- *Complete and maintain the product requirement template for each new product, sharing with appropriate stakeholders throughout the organisation and PMO*
- *Track project process using online software tools, logging all tasks and activity as appropriate*
- *Drive action throughout the organisation to get products to market*
- *Plan and carry out product pilots, MVP trials, and launches*
- *Manage product profitability and commercial success – own the business case*
- *Provide insight to stakeholders on the product and market*
- *Provide product marketing with insights on key differentiators and messages and support the development of sales collateral and training materials*

Analysis & Review

- *With the support of the wider Product team, create financial models and business cases to support the development of individual products and the realisation of product objectives*

Department

Product Management

Place of work

Lyon Office

Line Manager

Head of Products &

Partnerships

Previous Experience

- *5+ years product management experience*
- *The ideal candidate will have experience of managing products and services for both B2C and B2B users, 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*
- *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

- *Project management skills*
- *Strong research and analytical skills*
- *Excellent written and verbal communication 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*
- *An analytical approach to projects*
- *Able to work independently and without close supervision*
- *Assertive and curious self-starter*
- *Able to build effective interpersonal working relationships across the organisation*
- *Able to understand complex situations and to adapt / react to unforeseen circumstances*
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