

## Job Profile Product Manager

**Job Title: Product Manager**  
**Job Grade: L5Z2**  
**Salary Range: £53,897 - £65,350**

### **About North London Waste Authority (NLWA)**

Our mission is to preserve resources and the environment for future generations by exemplary planning, innovation and communication in managing north London's waste. We serve two million residents in seven boroughs and run communications and engagement campaigns to help them reduce their rubbish and recycle more. We campaign for government and industry action to reduce unnecessary single-use items, encourage reuse and repair and promote effective recycling.

To help tackle the climate emergency and to prevent rubbish going to landfill, we are building the greenest Energy Recovery Facility in the country and modern recycling facilities at the Edmonton EcoPark, through the [North London Heat and Power Project](#).

NLWA staff are employed by London Borough of Camden and benefit from Camden's recruitment, pension, and HR policies.

### **You will be expected to adhere to NLWA values which are:**

Safety: We protect the health, safety and wellbeing of everyone involved in, and using, our services.

Accountability: We are accountable to Members and to each other for delivering our responsibilities.

Ambition: We work to the highest standard and aim for continuous improvement in all we do.

Inclusivity: We have strong relationships with all our partners and create a positive work environment where everyone matters.

Integrity: We celebrate success, we learn from setbacks, we promote transparency and respect in our work

### **In addition to NLWA values are the Corporate Services core principles which are:**

Respect time: We respect other people's time as we do our own

Set realistic expectations: We set, manage and deliver to realistic expectations

Stakeholder excellence: Treat your stakeholders with the utmost empathy

Don't be too hard on yourself: Try your best on everything you do and don't worry if it isn't perfect

The Corporate Services Team will act as a thread across everything we do in NLWA. We will be NLWA's heartbeat. We will deliver upon the trust that we build with our colleagues and stakeholders. We will accept challenge as an opportunity to grow, learn, improve, and innovate.

## About the Role:

The product manager will be involved at the start of a digital transformation process at the North London Waste Authority, working with a small but growing team within Corporate Services. This includes scoping, delivering and iterating digital and data products deployed at NLWA, as well as building the agile delivery capability within the digital team and improving collaborative ways of working across NLWA. You will be expected to use your knowledge of user needs and understanding of goals to frame problems, set priorities to build great products and services, and influence others to do the same.

You will work across a portfolio of digital and data products at NLWA, working closely with stakeholders inside and outside of NLWA. You will have a focus on how well-informed user needs inform great products and meaningful outcomes and will inspire others across NLWA to see the value in putting the needs of our users first. This role would also suit someone transitioning from an agile business analyst role to a full product management role. You'll report to the senior digital transformation manager and work alongside a growing multidisciplinary team.

The role's primary functions will be to:

- Build and iterate products and services that meet the needs of our users (many that have large data components to them)
- Own the products you manage, setting clear strategies, roadmaps and measurable goals
- Understand different phases of the product life cycle, recognising when to move from one stage to another
- Work collaboratively with members of the digital team, across NLWA and external stakeholders to and clearly communicate with these stakeholders
- Define and prioritise clear user stories, based on research and an understanding of technology and technical constraints
- Report on agreed product goals and performance to both internal and external stakeholders
- Ensure you manage the products through their lifecycle, including operations, maintenance, technical debt and security
- Ensure you can make products accessible as possible, for example following WCAG accessibility guidelines
- Ensure that products and services are compliant with data protection regulations and processes
- Work in an agile way, helping other users in the organisation understand how agile works and what it means to them
- Ensure you follow appropriate processes and standards and help iterate them
- Overcome operational constraints to deliver a successful product or service

Our team works by applying agile methodologies within their teams, you should be able to:

- Help teams manage and visualise outcomes, prioritise work and work to agreed minimum viable products and scope
- Identify, compare and implement the best processes or delivery methods, including measuring and evaluating outcomes
- Enable the team to decide the best approach to problems
- Advance industry best practice and can cascade innovative ways of working to teams across NLWA
- Ensure standards are being met within the teams you work in
- Identify and communicate constraints, work to minimise them, and know when to push back against them

## Example outcomes or objectives that this role will deliver:

- Upgrading existing products or implementing new software products
- Implementing new reporting mechanisms, allowing users to self-serve data needs
- Building new data infrastructure, capacities and capabilities within NLWA
- Investigating existing processes and understanding how to improve them using software and technology
- Upholding new technology and digital standards across the organisation
- Implementing agile ways of working in an environment that has not been working in this way previous (or in a limited capacity)

## About you

- Proficient in Microsoft Office tools to an advanced level
- A good understanding of database design principles and of managing datasets
- A good understanding of data visualisation tools and their abilities
- Experience managing software products, including migrating or upgrading legacy products

- Experience of working in an agile environment and advocating agile ways of working
- Experience of working with stakeholders with lower digital capability or knowledge
- Highly numerate and literate
- A basic understanding of research methodology
- Understanding and knowledge of data protection and sharing issues
- Experience of presenting complex information to a range of audiences
- A basic understanding of how local government works and the functions it delivers
- A passion for technology to improve data management and efficiency

#### **People Management Responsibilities:**

The post will have line management responsibilities. This will include undertaking appraisals, carrying out regular 1-2-1s, supervising the delivery of day-to-day workloads/services, approving holidays/sickness and dealing with any performance, attendance or disciplinary issues.

#### **Relationships:**

The post holder will be largely self-managing with personal management and development carried out within the service. The post holder is expected to develop and maintain relationships across the organisation, with elected members as appropriate, partner organisations, government departments, Directors, Team Managers and external contractors as dictated by the projects, roles and tasks that they will be carrying out. The post holder will present reports and data in senior management and strategic partnership settings. The post holder will also actively seek to maintain effective relationships with colleagues across the North London Waste Authority.

#### **Work Environment:**

The NLWA offices are in Tottenham Hale; 2 minutes from the Underground and rail station with great service and amenity links close by. There is also substantial opportunity for home working and alternative flexible working options are available/open to discussion, The post holder may be required to work in a variety of teams but will mainly be office-based.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

#### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

#### **Diversity & Inclusion**

We want Camden Council (NLWA) to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

#### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

#### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,