Job Profile

Job Title: Lead Product Manager
Job Grade: Level 6, Zone 1
Salary Band: £66,573-£79,782

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. You will be leading the product management team, clarifying objectives and outcomes for our product development work, actively prioritising and focusing teams on what needs to be done in order to address our citizens' needs.

About the role

Working as part of a multidisciplinary team and reporting to the Head of Digital Products and Services, this is a senior management role. The role of the Lead Product Manager is responsible for the quality and effectiveness of products developed and iterated upon by our teams. In this role, 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 manage others to do the same.

You will be working with people across the council to explain the benefits of product management and to help them build their digital plans. You will work closely with stakeholders across the council alongside your fellow products and services teams in user research, design and development as well as policy and service designers in our strategy teams to design new and improve existing products and services. You will have a relentless focus on how well-informed user needs inform great products and meaningful outcomes and will inspire others to do the same.

You will work with other teams within the Digital and Data Service to identify key priorities and expertise required to deliver a portfolio of work.

The role of Lead Product Manager:

A Lead Product Manager in Camden will:
- Create the environment for a team's success, including implementing new ways of working
- Define and create approaches to change within Camden, including coaching others from across Camden in best practice
- Keep abreast of what other sectors are doing and apply learnings to Camden, including the wider digital economy and advances in technology
- Understand agile working at an organisational level with capability to lead complex product families and communicate at all levels
- Recognise appropriate deliverables for Camden and the right people and skills to meet these needs
- Work with design and other delivery teams throughout the product life cycle
- Understand and help to develop the use of elements and service patterns from Camden's design system to deliver high quality, consistent products and services for users
- Plan and engage with the appropriate stakeholders internal and external to Camden at the appropriate stage in a product lifecycle, working in the open and maintaining and sharing roadmaps and relevant artefacts
- Apply your experience on multiple parts of the life cycle – from discovery to support and maintenance
- Recognise when it is right to move forward with planning and delivery and when it is right to stop

At Camden, we take a user needs approach to building products and services. You should be able to evidence previous experience with:
- Giving direction on which tools or methods to use to get the insight required for teams across an organisation
- Meeting the needs of users across a variety of channels
- Bringing insight and expertise in how to monitor user needs and how they change over time to ensure these are met by the business
- Applying strategic thinking in how to provide the best service for the end-user, regardless of where this sits within an organisation

Our teams work by applying the best agile methodologies within their teams. We would expect you to evidence:
- How to coach and lead teams in agile practices, determining the right approach for the team to take and evaluating this through the life of a project
- How you have thought of new and innovative ways of working to achieve the right outcomes and how you would apply these across Camden
- How you have influenced, challenged and coached teams in the past

- How you have worked within constraints
- How you have built product plans and business cases based on user needs
- How you have realised the benefits of a new or updated product or service across an organisation
- How you have influenced across an organisation

Work Environment

- Hybrid - from home and up to three days per week at 5 Pancras Square, London N1C 4AG

People Management Responsibilities

- Building and leading our product management team within products and services; hiring a diverse team; setting behavioural standards practice; taking responsibility for professional development of the team and managing performance robustly
- Line management of 4 professionals including product managers, associates, and a web analyst.
- Support more junior members of the team to set the direction of our products and lead colleagues to deliver product strategies

Relationships

- Internal at all levels including executive, senior officer, officer and members.
- External, including local government, voluntary sector, public, private, membership bodies and professional bodies.
- To represent Digital Product and Services and the Council at national and international level.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

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 and Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other nonwhite ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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). 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 or post to 5 Pancras Square, London, N1C 4AG,