

Job Profile

Job Title: Product Manager

Job Grade: Level 5, Zone 1

Salary Range: £52,282 - £59,895

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 Lead Product Manager, the role of the Product Manager is responsible for the quality and effectiveness of products developed and iterated upon within your 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 influence others to do the same.

You will work across a portfolio of CRM and data products at Camden, working closely with delivery managers, user researchers, designers, and developers. You will have a focus on how well-informed user needs inform great products and meaningful outcomes and will inspire others across Camden to see the value in putting the needs of our users first.

The role of Product Manager:

A Product Manager in Camden will:

- Work collaboratively with members of the product team and council services to build and iteratively improve high-quality products and services that meet the needs of our users
- Set clear strategies and measurable goals for products and services
- Understand the different phases of the product life cycle, recognising when to move from one stage to another
- Own the product backlog and roadmap, and clearly communicate these to stakeholders
- Define and prioritise clear user stories, based on research and an understanding of technology and technical constraints
- Understand the use of components and service patterns from the Design System to deliver consistent products and services for users
- Report on agreed product goals and performance
- Understand the operating and maintenance processes required for products or services throughout their life cycle, including how to manage technical debt
- Have an understanding of making products accessible, for example following WCAG accessibility guidelines
- Ensure that products and services are compliant data protection regulations, for example cookies and
- Demonstrate a working understanding of design, technology, and data principles and standards
- Know how to apply tools, terms, and concepts in a variety of ways
- Be flexible and consider new ways of working, whilst being adaptable to change
- Know about assisted digital support and can explain why it's important
- Ensure the team is working towards the appropriate standards for the relevant phase
- Overcome operational constraints to deliver a successful product or service

At Camden, we take a user needs approach to building products and services. You should be able to:

- Champion user research to focus on all users
- Know how to collaborate with user researchers and can represent users internally
- Understand the difference between user needs and the desires of the user
- Offer recommendations on the best tools and methods to be used
- Prioritise and define approaches to understand the user story and offer guidance to others in doing so

Our teams work by applying the best agile methodologies within their teams. You should be able to:

- Help teams to manage and visualise outcomes, prioritise work and work to agreed minimum viable product (MVP) and scope
- Identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes
- Know how to help teams to decide the best approach
- Articulate industry best practice and can cascade innovative ways of working to teams across Camden

- Ensure standards are being met within the Camden teams you work in
- Identify and communicate constraints, work to minimise them, and know when to push back against them

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.