Product Manager

Salary Range: £53,857-£61,470

Grade: Level 5 Zone 1

Location: 5PS

Reports to: Lead Product Manager

About the role

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 a part of our product management team, clarifying objectives and outcomes of product development work, enabling our product teams to do their best work to ensure we meet our citizens' needs and delivery great value for money when achieving those goals.

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 specific products and associated services that they are assigned to. 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 closely with user researchers, designers, and developers to create and update products and services across Camden. 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 things you'll achieve

- Design and implement products and services, whilst making decisions to meet the needs of our users

- Demonstrate a working understanding of design, technology and data principles

- 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

- Understand the variety and complexity of users' digital needs and how the product or service will meet those needs

- Know about assisted digital support and can explain why it's important

- Know how to design operational processes for the running and maintenance of products or services throughout their product life cycle and the creation of new products and services

- Recognise when to move from one stage of a product life cycle to another

- Ensure the team is working towards the appropriate standards for the relevant phase

- Manage the delivery of products and services across different phases

- Overcome operational constraints to deliver a successful product or service

About you

Experience

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 the Camden 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

Other important stuff…

People management

There are no line management responsibilities in this role.

Work environment

As part of the Digital Products and Services team you will have the option to work remotely but are expected to work from our main offices, 5PS, in Kings Cross at least one day a week.

Who you will be working with

You'll be joining the Digital Products and Services team. You'll also work closely with colleagues in Digital and Data Services and colleagues from across the organisation.

The application process

In keeping with Camden's commitment to inclusion the recruitment to this role is anonymised and supports the objective of reducing the impact of unconscious bias. The application process is supported by a combination of informal conversations, technical tests, and formal panel interviews.

Who we are

Diversity & 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 non-white 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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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