

Job description

Job title	Product Delivery Manager	Department	Client Services
Reporting to	Client Services Director	No. direct reports	0
Based	Hybrid: Home with travel to clients and Cardiff Office		

Purpose:

To support the development of the IE Hub customer and client journey from start to finish to ensure we meet the needs of our clients and customers. Working with the Head of Client Services and the wider team the product owner must support the delivery of client specific product enhancements and deliver the overall product and IE Hub data vision to meet the demands of the market.

Duties and responsibilities:

1. Identify opportunities and improvements in the product, present evidence-based business cases to prioritise development needs.
2. Collaborating with clients and prospects to understand and anticipate their needs and translate them into product requirements.
3. Defining the vision for the product and maintaining a cohesive vision throughout the process
4. Have a deep understanding of regulations across the industry and how this makes an impact into our Product and Data strategies.
5. Achieve buy-in from stakeholders on all major decisions and strategies and clear instructions and deliverables for the developers.
6. Creating a product road map based on this vision.
7. Managing the product backlog and prioritising the tasks based on changing requirements.
8. Overseeing all stages of product creation, including design and development
9. Monitoring and evaluating product progress at each stage of the process. Including post-delivery to evaluate the impact of any product change against expectation
10. Working with the product team and end-users to deliver updates and status reports
11. Participating in internal and external stake holder meetings and product sprints
12. Evaluate each iteration of the product, communicating success and lessons learned to aid future development.
13. Manage relationships at all levels to ensure the company meets its overall business goals.
14. Manage internal and external stakeholders, demonstrating strong communication to ensure all parties are kept informed of change and progress against requirements.
15. Successful and timely delivery of product road map and enhancements to achieve targets with partners in the portfolio, particularly income and growth volumes.

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IE Hub® is a trading name of Personal Data Management Limited, a private limited company registered in England. Registered No. 11324154. Main trading address: Tramshed Tech, Pendryis Street, Cardiff, CF11 6BH. VAT number: 295 3170 87. ICO Registration Number: ZA378793

16. Together with other functions across the business, this role has a direct responsibility and input into growing the company's income stream from client relationships.
17. Effective and consistent communication of key topics from within the product road map and working with Sales and Client Services in identifying future potential development opportunities and risks presented by the changing market and our competitors.
18. Support Business Development and relationships with the development team to successfully transition new clients to following the onboarding process.
19. Promote, implement and project manage new services and company updates with clients.
20. Capture and report all relevant industry insight to enable the company to keep developing its services and strategy.
21. Be an ambassador of the company at external events.
22. Specify, analyse and present MI as required to clients and internal stakeholders.
23. Build and manage strong relationships with all internal stake holders.
24. Adherence to the companies' policies and procedures
25. Take responsibility for own personal development.
26. Any other duties commensurate with the role.

Additional requirements:

Any additional requirements for role, i.e. travel required for training, meeting stakeholders etc

Person specification

Experience/knowledge:

- degree/graduate qualification or equivalent professional experience
- an understanding of the credit industry/debt management, third sector and insolvency sector, particularly its collections and bad debt processes and creditor risk models
- an understanding of regulated markets and the on-going challenges facing the sector in delivering services to customers
- Experienced in project and stakeholder management.
- Analytical, MI and report production
- **essential - two of the above**
- the ability to think strategically and creatively, and to implement effective short- and medium-term plans.
- knowledge of relevant markets

Skills/abilities:

- stakeholder management and relationship management skills
- ability to deal with change and respond effectively to new and changing initiatives.

- problem solving and negotiation skills at all levels.
- the ability to influence and steer decision making.
- good organisational and planning skills
- strong communication skills (written, face to face, formal and informal).
- strong numerical skills
- engaging and personable manner with strong emotional resilience whilst holding all stakeholders accountable.
- Home-based with requirement to meet clients, partners and key industry events

Behavioural competencies:

- **Committed to our clients** – Provide an exceptional client and user experience. Ensure actions and decisions consider our client and users’ needs.
- **Working together** – Supports and works effectively with colleagues. Achieves more by working with others.
- **Making change happen** – Achieving results. Delivering on commitments and managing stakeholders, risks and issues.
- **Be flexible** – Ability to adapt to a change in requirements and responsibilities. Enables changes to be implemented.
- **Learning & developing** - Continuous improvement of how you work. Supporting as appropriate with the development of others.