

JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	Product Manager	Post Ref.:	
Section:	Digital & Customer Services	Grade:	13
Responsible to:	Senior Service Manager (Digital)		
Responsible for:	Product Owners		

JOB PURPOSE

To lead and develop the Council's product management function, ensuring digital systems deliver maximum value, support service transformation and align with organisational priorities. The role provides strategic oversight of digital products throughout their lifecycle, ensuring they are secure, compliant, financially sustainable, user-focused and fit for purpose. It also acts as the key link between Digital & Customer Services, Council services, suppliers and corporate stakeholders to support effective governance, investment and continuous improvement of digital services.

PRINCIPAL WORKING CONTACTS

Head of Digital & Customer Services
Senior Service Manager – Digital
Product Owners
Product Analysts
Digital Project Manager
Digital Project teams
Senior Service Manager – IT technical teams
Analysis Manager and data/insight teams
Service Managers
Heads of Service and operational managers across Council services
Information Governance, Legal, Procurement, Finance, Transformation, Communications and Learning and Organisational Development teams
Supplier account managers, third-party providers
Project Governance Groups
External partners, national bodies and public sector networks, where appropriate.

MAIN DUTIES

Lead the strategic management and development of the Council's digital systems and product portfolio, ensuring alignment with organisational priorities and service transformation objectives.

Manage the full lifecycle of digital systems, from procurement and implementation through to optimisation, replacement and retirement.

Provide leadership and support to Product Owners, promoting effective product management practices, accountability and continuous improvement.

Build strong relationships with services, stakeholders, suppliers and partners to ensure systems meet business needs and deliver value.

Develop and maintain roadmaps and priorities, balancing service requirements, risk, compliance, resources and organisational objectives.

Champion user-centred, accessible and inclusive digital services that improve customer experience, service delivery and operational efficiency.

Establish effective governance, risk management and compliance arrangements, ensuring adherence to legislation, security standards and Council policies.

Lead supplier and contract management activities to maximise performance, value for money and successful service delivery.

Support financial planning, business case development and benefits realisation, ensuring investment delivers measurable outcomes and public value.

Promote data quality, integration and informed decision-making through effective use of technology, analytics and information management.

Lead change management, adoption and continuous improvement initiatives to support modern and agile ways of working.

Provide professional expertise on digital systems, emerging technologies and best practice, contributing to the Council's wider digital and transformation agenda.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out other duties to the equivalent level that are necessary to fulfil the purpose of

PERSON SPECIFICATION

POST TITLE: Product Manager

DIVISION/DEPARTMENT SECTION: Digital & Customer Services

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	Degree or equivalent in a relevant subject area (e.g., Business Management, Digital Service Design, Information Technology) And/or significant experience in project management within a digital setting Project Management qualification (Agile, Scrum, PRINCE2)		Application form Interview
RELEVANT WORK/OTHER EXPERIENCE	Experience managing digital systems, applications or technology portfolios Experience leading system procurement, implementation, improvement and replacement Experience working with stakeholders, technical teams and suppliers to deliver outcomes Experience of managing supplier relationships, contracts, service levels, risks and performance Experience of digital transformation, data, integration and technology programmes	Significant experience in local government or wider public sector digital delivery. Experience of implementing product ownership or product management models Experience of managing large-scale line-of-business systems across multiple service areas Experience of working with product boards, portfolio governance or enterprise-wide operating models	Application Interview References
PARTICULAR SKILLS/ABILITIES	Excellent oral/written communication skills Demonstrate the ability to provide leadership		Application Form Interview

	Ability to work with staff at all levels to develop solutions to complex problems Strong stakeholder engagement and ability to influence and collaborate across public, private, and third-sector organisations Knowledge of governance, risk, compliance, audit, data protection, information security and business continuity considerations in relation to digital systems		
PERSONAL QUALITIES	Strategic thinker Excellent leadership and communication skills, with the ability to drive change and foster innovation Ability to work in a team environment, with partner organisations and with marketplace suppliers	Ability to work under pressure Collaborative mindset, working effectively with stakeholders at all levels Commitment to continuous learning and digital excellence	Interview References
ANY ADDITIONAL JOB-RELATED REQUIREMENTS	Ability to work flexibly when required Level 1 Disclosure Check		Interview