Post:	Digital Product Manager
Contract:	Permanent
Hours:	Fulltime (35 hrs p/w) or part-time (min 21 hrs p/w)
Salary:	£40-45k, depending on experience
Holiday:	25 days + bank and statutory holidays
Location:	London (Vauxhall) or Home-based with weekly travel to London
Responsible to:	Director of Programmes and Innovation

The Charity

Church Urban Fund (CUF) has been working in communities for more than 30 years, building partnerships with local people, faith-groups and organisations. Through our three core streams, Just Finance Foundation, Near Neighbours and the Together Network, we work alongside other faiths and secular organisations to bring about positive change in communities for people of all faiths and none. We employ 25 staff across the 3 organisations, in a mixture of London and home-based or regional roles, with many more working through our network partner or hub locations in 16 cities and regions across England.

The Programmes

- Through CUF and the Together Network we run projects addressing food poverty, homelessness and social isolation.
- Through the Just Finance Foundation, we run Financial Education programmes for children and adults, including savings clubs in primary schools.
- Through Near Neighbours we run youth leadership courses to people from ethnic minority or disadvantaged backgrounds, support minority-led small charities and groups to deliver social action and community cohesion projects and run a variety of grants programmes, including administering Windrush Day grants on behalf of the government.

The Role

As Digital Product Manager, you will lead on digital development across the organisation, supporting us to become a more agile, responsive and user-centred organisation. You will manage and support a number of projects to optimise the use of digital technology to innovate and scale social action solutions and interventions.

This role will be responsible for the development of new digital products that can help transform our programmes for schools, communities and civil society, making use of our current suite of technologies and identifying gaps where new tools would be of benefit.

This is a cross-functional, specialist role that will work across the Programmes Team and alongside external partners to gather user input and ensure that solutions can evolve with the business. While not all of our programmes are appropriate for digital-only delivery, our ambition is to adopt a digital mindset across everything we do: learning through iteration, being active in our approach, and putting our users at the heart of everything we do.

Key Responsibilities

- Working with senior leaders across the organisation to integrate a digital-first approach to deliver business objectives.
- Leading and managing digital projects and products ensuring delivery on time and budget.
- Create and agree the product vision, objectives and roadmap for agreed products with key stakeholders
- Providing leadership and ownership of product and customer experience roadmap for digital product developments
- Developing clear requirement specifications, ensuring that all business and systems needs are identified clearly and unambiguously, with detailed consideration for all project and technical dependencies and risks
- Managing input from colleagues and digital partners to ensure user requirements are successfully translated into technical requirements
- Manage estimation of timescales, resources and planning to successfully deliver a project
- Collaborating to create and develop Business Cases for investment including assessing value and prioritising to maximise impact
- Translating product vision into clearly documented user stories and acceptance criteria
- Developing, managing and monitoring objectives and key results (OKRs) and key performance indicators (KPIs) for agreed products
- Leading the build, test, training and deployment processes, making sure that the organisational requirements are delivered and the solution will be fit for purpose
- Ensuring inclusion of representative service users in activities throughout the design and development process
- Managing wider organisational stakeholders, taking into account needs and objectives to create and maintain backlog and managing expectation for delivery of new functionalities
- Identifying, understanding and managing interdependencies and risks with other workstreams
- Evaluating product development progress and establishes feature acceptance criteria
- Reporting and communicating progress to the business in timely and appropriate manner.
- Developing digital products into shareable assets which can be utilised by partners and networks
- Continually assessing trends and service user behaviour using web analytics to identify, analyse and implement new innovations providing data, analysis and reporting to internal stakeholders on impact of digital products
- Encouraging digital innovation and modelling an agile approach to product and service design and development
- Working with other members of the team to provide peer quality assurance of all output

Person Specification

ESSENTIAL	DESIRABLE
Knowledge and Experience	
At least two years' experience working in product management, in a product-focussed role, or in user experience in a digital context.	Experience of the Financial Services or Fintech sector
Experience of taking a new digital offering from identification of the need through to launch	Experience managing external agency relationships
A thorough understanding of current and emergent digital and technological landscape and how it will enable us to meet and exceed our strategic aims	Experience of using data and insights to inform decision making
Experience of delivering user centred research and design projects and workshops	Experience of a variety of requirements elicitation techniques, (e.g. interviews, questionnaires, user observation, workshops etc.)
Experience working with stakeholders to elicit, capture, analyse, refine, communicate and document their requirements	Experience of Agile documentation including Backlogs, Customer Journeys, Use Cases, User Stories, Acceptance Criteria etc.
Ability to create and implement a product roadmap with clearly defined features which maximise value	Experience working with online learning platforms, collaboration tools, membership platforms and online communities (E)
Experience of creating excellent relationships with key stakeholders and help them meet their strategy and objectives through your product	Experience managing websites and understand how to bring stories to life online, using your knowledge of user experience to create inspiring user journeys
Strong understanding and experience of UX, content strategy and optimisation through iterative testing	CUF has a Christian ethos, and Near Neighbours and Just Finance Foundation work with people of all faiths and none, so a broad understanding of the faith sector would be advantageous
Skills and Attributes	
Excellent digital literacy, able to pick up and assess new tools and platforms with ease	Comfortable with ambiguity and uncertainty
Excellent communication skills, with the ability to talk and present to a range of audiences, acting as a translator between parties in your field of expertise	
Creativity, with the ability to turn your ideas into inspiring digital products	
Able to challenge the status quo to seek continuous improvement & innovative solutions	
Self-motivated with a demonstrable ability to respond creatively to challenges and opportunities	
Collaborative team member with strong interpersonal skills	
Quality focus and attention to detail	
Analytical thinker with the ability to troubleshoot and resolve issues.	

While the role will work across all 3 charities in the group, CUF as the parent charity will be the legal employer.

The Church Urban Fund (CUF) is an inclusive organisation with a diverse workforce, we welcome all applications. We want our workforce to be truly representative of the communities we serve. Diversity is an asset to our organisation and helps us create an inclusive, welcoming environment for all.