best companies™

**Product Manager
(SaaS & mobile apps)**

The role

We're looking for an ambitious and dynamic Product Manager to join our ever-expanding Innovation team.

As Product Manager, you'll be responsible for ensuring our online workplace engagement surveying tool (and potentially other products, including mobile apps) is developed in line with business and customer needs; with the goal of becoming the most intuitive, usable, customer delighting tool of its kind in the world (no less).

Above all else, this demands customer obsession. You'll be a strategic thinker, with the ability to understand and contribute to business vision and goals; and translate these into product features.

You'll be capable of ruthless prioritisation, constantly balancing feature requests with overall product simplicity / usability. This will require a combination of open-mindedness and positivity, plus knowing how to say no. A big picture view is essential, as you're developing for the many, not just the few; and you'll always have your eye on where the product is heading 1, 2, 3, 5 years from now.

You'll not only be responsible for creating long-term product strategies and short/medium-term product roadmaps - you'll also be a master at communicating these internally and externally.

You'll be responsible for gathering customer feedback, both qualitative and quantitative. This could include user interviews, surveys, analysing support tickets and analytics.

You'll be a great collaborator, acting as the 'glue' between Innovation (product development), UX, marketing and other people/business areas - particularly to plan how product changes will be implemented and communicated.

You'll love processes and working systematically. You'll be responsible for creating, owning and improving product change processes. You won't make knee-jerk decisions about which features to add, remove or improve - you'll carefully analyse the consequences, seeking advice and weighing up the pros and cons of making a change.

Skills / Traits

- Deep understanding of and passion for product usability
- Grasp of UX and (agile) product development processes
- Architectural / process brain - you'll have a sound grasp of user journeys: how to measure and improve them
- Exceptional listening skills, with the ability to interview customers and ask questions that's generate insights (you'll also listen to what's NOT said)
- Highly curious and analytical; a usability detective, pouring over analytics, continuously testing and questioning to find a better way
- You have a 'scientific' approach, coming up with hypothesis and testing them to arrive at the best solution (e.g. A/B testing)
- You'll be able to visually communicate product/feature changes (in PowerPoint and other tools)
- Customer-centric mindset - passionate about customer experience and usability. You're probably the sort of person who gathers your favourite UX examples
- Highly organised. You'll have systems for logging ideas, requests and other product-related information so you never miss or lose a thing

- You'll be a diligent communicator, managing complex stakeholder requirements and keeping everyone informed
- Entrepreneurial, lean start up mentality (you may be familiar with customer development / growth hacking methods, though not essential)
- You're the sort of person who's always sketching flowcharts and questioning what works and what doesn't

Responsibilities

- Gather internal and customer feedback, through interviews, surveys and other qual/quant means; and translate this into product changes
- Develop, own and improve product change processes
- Manage UAT (internal and customer)
- Use analytics and A/B testing to continuously improve product experience
- Work with UX, app dev and designers to implement product changes (new features, design changes etc.)
- Manage feature requests
- Create and coordinate product roadmaps in line with overall strategy
- Communicate roadmap and product changes to internal and external stakeholders
- Work with marketing and product developers on launch planning

Knowledge / Experience

You may currently be working as a UX designer, product manager, UI/usability-led developer, growth hacker, technical project manager with usability obsession, at a digital agency, or at a software start up. Whatever your current role, you're a product person with product marketing knowledge and a keen eye for quality - you know the difference between average and exceptional user experience and you understand the importance in communication, both internal and external.

The Company

Best Companies is a workplace engagement specialist, helping our client's measure and improve employee engagement levels. Each year we research and produce the Best Companies to Work For lists, published in the Sunday Times. We have also developed our own nationally recognised Accreditation standard, awarded annually to organisations with exceptional levels of employee engagement.

At Best Companies we offer a fantastic opportunity for the right people to develop within a people-focused organisation. We fully support your career aims and will provide relevant training to help you be the best you can be.

Our offices are located between Chester and Wrexham and is easily commutable (by car) from the Wirral, North Wales and Cheshire.

Benefits

- Annual leave 25-30 days depending on length of service
- Sports and fitness allowance
- Private Health Insurance after 3 months
- Pension – after 3 months 3% of salary from company and 3% employee contribution.
- Life Insurance – after 3 months (4 times salary)

- Flexi-time
- Free car parking
- Free lunch