

JOB TITLE: PRODUCT MANAGER

REPORTS TO: SYSTEMS DEVELOPMENT TEAM LEAD

Background

Collaborating closely with the Systems Development Team, the Director of Digital Learning, and key stakeholders, the role holder will lead the planning, execution, and delivery of products that align with organisational objectives. They will act as the primary liaison between technical teams and stakeholders, ensuring requirements are clearly defined, effectively communicated, and met with high-quality outcomes.

The role

The Product Manager will play a pivotal role in driving the development and successful delivery of innovative digital learning solutions. This dynamic role requires a strong balance of strategic vision, technical understanding, leadership, and stakeholder management expertise to ensure the product meets its intended goals, timelines, and quality standards. The role holder will take ownership of the end-to-end delivery of innovative digital learning solutions, ensuring alignment with the organisation's strategic objectives. This includes overseeing the product lifecycle, managing timelines, and coordinating cross-functional teams to ensure seamless collaboration. The Product Manager will ensure that the product meets user needs, is developed to specification, and integrates effectively with existing systems and processes.

By leveraging Agile methodologies, the role holder will drive iterative development, maintain quality assurance, and ensure continuous alignment with evolving user requirements and organisational goals. This role is central to delivering impactful, high-quality solutions that support the organisation's digital ambitions.

Main responsibilities

Product Ownership

- Serve as the primary owner of the product, ensuring all features and functionality align with organisational goals and user needs.
- Act as the primary contact for stakeholders, gathering requirements and translating them into actionable deliverables for the development team.

Roadmap Planning

- Embrace Agile development principles.



- Utilise a full-stack development environment and define and maintain a comprehensive product roadmap that balances long-term vision with short-term priorities.
- Ensure the roadmap is communicated effectively to all stakeholders and team members.

Project Management

- Oversee the entire development lifecycle of the product, ensuring projects are delivered on time and within scope; using Agile methodologies to manage workflows, prioritise tasks, and track progress.
- Provide direct supervision to the three Senior Software Developers, ensuring adherence to project timelines and quality standards. This will include conducting regular project team meetings to review progress, address challenges and provide training and support as required and clearly defining roles, responsibilities and goals of the Senior Software Developers.
- Conduct comprehensive analysis of project performance including identifying risks and developing mitigation strategies.

Stakeholder Engagement

- Liaise with stakeholders to gather requirements, provide updates, and incorporate feedback into the development process.
- Foster strong relationships with key stakeholders to ensure the platform meets its intended purpose.
- Work closely with software developers, IT teams, and external vendors to align technical solutions with business objectives. Facilitate collaboration to ensure seamless integration of systems and tools.

Quality Assurance

- Collaborate with the development team to ensure the platform adheres to high standards of quality, security, and accessibility.
- Oversee user acceptance testing (UAT) to ensure the platform delivers a seamless and engaging user experience.
- Evaluate KPIs to measure and analyse project success whilst identifying areas for improvement.

Risk Management

- Identify and mitigate risks associated with platform development and deployment.
- Develop contingency plans and ensure issues are addressed promptly to maintain project momentum.

Resource Management

- Analyse resource availability and usage to optimise efficiency and ensure the project team has the necessary tools and support.
- Analyse and monitor budgets and expenditures to optimise cost-efficiency.

Documenting and Reporting

- Maintain detailed documentation of product requirements, roadmaps, and development processes.
- Provide regular progress reports to stakeholders and senior leadership.

Continuous Improvement

- Stay abreast of emerging trends in online learning and digital product management.
- Implement best practices and innovative approaches to enhance the platform and support organisational objectives.

The person

The ideal candidate should have the following qualities, skills, and attributes:

- Experience with end-to-end delivery of digital platforms, including requirement gathering, stakeholder engagement, and iterative development cycles.
- Proven ability to collaborate with cross-functional teams, including software developers, IT staff, and business users.
- Experience conducting user acceptance testing (UAT) and overseeing platform rollouts.
- Excellent communication and interpersonal skills, with the ability to translate technical requirements into user-focused language.
- Strong organisational and time-management skills to manage multiple priorities effectively.
- Proficiency in tools like JIRA, Project, Teams or other Agile project management software.
- Analytical and problem-solving skills to address technical and user challenges effectively.
- Ability to monitor and manage development budgets and resources efficiently.
- Degree in Computer Science, IT Management, or related field, or equivalent practical experience.
- Willingness to undertake occasional out-of-hours work to meet critical deadlines.

Desirable:

- Familiarity with cloud-based solutions architecture (e.g., Azure) and enterprise systems (e.g., Dynamics 365).
- Programming experience.
- Certification in Agile (e.g., Certified Scrum Product Owner or equivalent) or project management methodologies (e.g., PRINCE2).

Benefits

This is a full-time position working 37 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range of £41,671 - £55,755 per annum.

The advertised salary range reflects the full progression within the grade. Your starting salary will be determined based on how your skills and experience align with the requirements of the role.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 08 June 2025

Applicants are required to provide details of two referees. Typically, referees will not be contacted until an offer has been made. In exceptional circumstances, we may need to contact your referees at an earlier stage of the recruitment process; however, this will only be done with your prior consent.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hrsupport@jbs.cam.ac.uk.