



JOB DESCRIPTION

Product Manager

£60,000 FTE per annum (gross), permanent

We think this role requires 28 hours per week, 52 weeks per year.

Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need. We can't promise to give you exactly what you want, but we do promise not to judge you for asking.

This role will require a DBS check.

About Little Village

Little Village is like a foodbank, but for clothes, toys and equipment for babies and children up to the age of 5. We've grown to be one of the largest 'baby banks' in the UK, supporting over 32,000 children since we launched in 2016 – including over 7,000 children in 2022 alone.

We are committed to playing our part in ending child poverty and we believe that every child deserves the best possible start in life.

About this role

Reports to: Head of Operations

Number of direct reports: None

Background: Little Village relies on technology to run. We use SaaS platforms to manage our fulfilment of clothing and equipment for families either remotely through delivery, face to face with a 'personal shopping' experience in several London hubs or to 'bulk partners' where several families need help in one go.

We recently completed a discovery phase which identified a series of opportunities for significant improvement to the way we work. We now need to work with our teams to detail the new processes, elicit requirements, design a solution, and then start build, choosing a SaaS platform and working with external development resource to make it happen.

Purpose of role: The Product Manager will have responsibility for the entire Little Village digital footprint as well as the design and delivery of new tools to improve how the charity works.

You will have responsibility for bringing together organisational goals, user needs and budgetary limitations and for delivery of new processes using technology. You will oversee the design of the end-to-end user journeys (for referral partners, kit donors, volunteers, staff, donors, and stakeholders).

Critical to the success of this work will be the ability to work with the users to take them on this journey with you, working as part of a team. You will bring in contemporary digital approaches and product thinking to the charity and will create the right decision-making structure, putting in place ways of ensuring that all users feel involved and listened to as part of the process.



You will own all the digital products including our front-end tools, website, Salesforce or other CMS, APIs and platform integrations. As well as owning the delivery plan, you will have responsibility for overseeing service design.

In the short term, you will lead the implementation of tech improvements identified in our recent discovery phase.

Key Tasks and Accountabilities

Digital Strategy

- Develop the strategic roadmap on how to improve our processes and use of tech tools and platforms.
- Design and get agreement for a digital strategy that meets the objectives of the charity securing agreement from the trustee board.

Lifecycle

- Develop and own the process improvement work, working with internal teams and key users to define what good user-centred service design looks like and plan to deliver against that in an inclusive way.
- Bring a lifecycle perspective to tools and products, ensuring that migration to/from tools, or evolution of their use, is planned and aligned to key organisational goals. Develop and maintain a product backlog prioritised appropriately.

Product Management

- Lead the management of third-party delivery partners, including coordinating commercial relationships and day to day management. Run the cross functional delivery work, managing external delivery partners setting up and utilising appropriate agile principles.
- Translate user requirements into technical requirements, championing the voice of the user and communicating between teams.
- Develop better processes of communicating between the teams. Work with the Business Support Coordinator to set up or change the way we use the tools and lead the communication of this change across the charity.

Governance

- Create and own a technology governance approach, with the right decision-making forums and processes to capture any ongoing requests.
- Set up those tools to allow requests to be tracked and progress to be monitored transparently.
- Ensure that decisions are made with users in mind.
- Use this insight to drive decision making and prioritisation.

Analytics & Evaluation

- Quantify the impact that tech changes will have on efficiency, quality, and satisfaction. Devise KPIs to monitor success.
- Understand the opportunities and limitations of Salesforce as well as other comparable platforms and tools. Use this knowledge to ensure we are using the right platform for our needs. Understand the technical complexity of user requirements and seek ways to simplify or think creatively about other approaches.



About your skills and experience

At Little Village, we know that the way we do things matters as much as what we do. Time and again, feedback from families speaks about how people felt as a result of visiting Little Village, as well as the items they received.

So, when it comes to you, we are looking for how you are, as well as what you do. Your behaviours and beliefs matter as much as your previous career experience.

Who you are

- You believe that child poverty can and must be eradicated
- You have a passion for our cause, our vision, and our values
- You are a natural relationship-builder who builds rapport and trust quickly
- You combine pace and ambition with a commitment to self-care and reflection
- You are a natural collaborator who loves to help others shine
- You are resilient, positive, proactive and have a growth mindset

Skills and experience

We are looking for a proactive and strategic Product Manager who can Lead and embed our digital transformation. You need to love working with others, to achieve our goals. You will also have proven project management skills, with the ability to influence, persuade and network with a wide range of stakeholders at different levels of seniority.

1. **A track record in product management and development:**
Experience of delivering user-centred digital products and services, working with multidisciplinary product teams.
Excellent ability to form product backlogs, responding to stakeholder influence while prioritising user-centred features.
2. **Salesforce and comparable platforms:**
An understanding of how Salesforce works and what is possible to do within its product ecosystem, as well as what is appropriate to change and develop.
A knowledge of comparable platforms and alternatives including total cost of ownership.
3. **Agile working:**
Knowledge of Agile methodology and the ability to apply an Agile mindset to all aspects of work.
Experience of working in a fast-paced, evolving environment and use an iterative method and flexible approach to enable rapid delivery.
An understanding of the importance of Agile project delivery for digital projects in the charity.
A willingness to take risks and ability to learn from mistakes.
4. **Communicating between the technical and non-technical:**
Excellent at communicating effectively across organisational, technical and user boundaries, understanding the context.
Ability to make complex and technical information and language simple and accessible for non-technical audiences.
Experience of advocating on behalf of a team and communicate what it does, to create trust and authenticity.
A talent for successfully responding to challenges.



5. **Community collaboration:**

Experience of contributing to the work of the community, building successful teams through understanding team styles and influencing and motivating team members.

An ability to give and receive constructive feedback, enabling the feedback loop and can moderate conflict resolution within teams.

Excellent at ensuring that the team is transparent and that the work is understood externally.

A talent for helping teams maintain a focus on delivery while being aware of the importance of professional development.
6. **Digital perspective:**

Demonstrate an understanding of how the digital economy is changing user behaviour and the government landscape.

An ability to make informed decisions based on user needs, available technology, and value for money

Demonstrate knowledge of the wider digital economy and advances in technology.
7. **Evidence- and context-based design:**

Visualise and articulate complex problems and concepts.

An ability to make disciplined decisions based on available information and research evidence.

Excellent at gathering and analysing information and providing evidence for Key Performance Indicators (KPIs).
8. **Leadership and guidance:**

A talent for interpreting vision to lead on decisions.

Experience of solving issues and unblocking problems.

An exceptional ability to lead teams and set the pace, ensuring teams are delivering. Knowledge of managing risk, including effectively managing and tracking the mitigation of risks.

An understanding of technical complexity and risks, and the ability to run group design activities, influence others, and build consensus.
9. **Technical best practice:**

An understanding of the limitations of internet technology, and why code is important.

An ability to effectively talk to developers and can understand security, accessibility, and version control.
10. **Strategic thinking:**

Experience of taking an overall perspective on business issues, events, and activities, and discuss their wider implications and long-term impact.

Effectively focus on outcomes rather than solutions and activities.

Evidence of the skills to develop and communicate a product vision and strategy.
11. **User focus:**

An ability to understand users and identify who they are and what their needs are, based on evidence.

A talent for translating user stories and propose design approaches or services to meet these needs.

A skill for showing that you put users first and can manage competing priorities.

Evidence of planning and facilitating workshops to prioritise user needs and product plans, working within resource constraints.
12. **Working within constraints:**

An ability to understand and work within given constraints (such as technology, budgetary and operational constraints).



13. **Working in charities:**

An understanding of how critical technology is for charities but also how budgets and resources are more constrained

An ability of how to work with limited resources and how to engage and interact with volunteers whose time is limited.

What we can offer

Salary and pension

The salary for this role is £60,000 per annum FTE (gross). If eligible, we will match your contributions by 3% on pensions.

Annual leave

You will be entitled to 25 days of annual leave plus bank holidays (these will be pro-rated to reflect your working hours if you work less than 35 hours per week).

Hours of work

We think this role requires 28 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

Location

This role is home-based, with regular travel to Little Village sites in London.

Contract

This is a permanent position, starting as soon as possible. You will have a probation period of 3 months.

The application process

Little Village operates in London, one of the most diverse cities in the world. We are working towards a goal where our team fully reflects that diversity and difference in lived experiences and strongly encourage applications from under-represented groups including people from Black, Asian and Minority Ethnic backgrounds, LGBTQ+ people, people with disabilities, people with lived experience of poverty either personally or through family, experience of the care system, non-graduates and first-in-family graduates. As part of our commitment to fairer recruitment, all applications will be assessed without names and any protected characteristics.

We want Little Village to be a place where our individual differences and contributions are truly recognised and valued. We want to support people with disabilities and are fully committed to make any reasonable adjustments so that everyone can apply to this role. We are serious about working with the right candidate to make this role work for them. To read our Equal Opportunities Policy please see [here](#).

We know everyone's lives are different and that traditional working patterns may not be quite right for you. We think this job requires 28 hours per week but if you are interested in the role but cannot commit to the hours above, we are also open to discussing the hours you are able to do.

The requisite eligibility criteria, or work visa to work in the UK are a requirement for this position and unfortunately, we are not able to offer relocation and/or sponsorship support.

Please note that this position will require a DBS check.

If you need additional support with your application or interview process, then please do let us know what you need and where we can help make this accessible.



To apply, we would like you to complete [this online application form](#) by 9am on 4 January 2024. Here, you'll be able to attach a CV. You will also need to respond to the following questions, using up to 500 words for each answer.

- What skills and experience would you highlight that are relevant to this role and, specifically a role within a charity?
- How would colleagues and friends describe you, and what would they describe as your most successful achievement?

We will be looking for concrete evidence of the difference you've made in relation to the questions we've asked: it's your chance to show us the skills and experience you'd bring to this role.

We will also invite you to complete an [anonymous equal opportunities form](#). The information contained in this questionnaire will be treated as confidential and will be used for monitoring purposes only. This information won't be seen by any person involved in the selection process for this post. It will enable us to monitor how we are doing against our diversity and inclusion commitments.

Applications should be completed by 9am on 4 January 2024. Please note, applications not using the online application form and following the guidelines set out here will not be considered.

Key dates

Submission of application: Closes 9am on 4 January 2024

All applications will be assessed on the match to the experience and skills set out here. We know we are asking for a lot and we are looking for your honest appraisal of where you are already high performing and where there is room for growth.

Initial Telephone interview: There will be an initial brief interview over the phone with a member of Tech Consultancy firm Loomery.

First round interview: 11 January 2024

This will be a competency-based interview with a member of the Loomery team and two members of the Little Village team. We will confirm who you'll be meeting as well as the location when this interview is arranged.

Second round interview: 17 January 2024

This will be a competency-based interview with three members of the Little Village team. We will confirm who you'll be meeting as well as the location when this interview is arranged.

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