



Head of Product and Technology

December 2021

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Head of Product and Technology
Salary Grade	£40,000 per annum FTE
Section/Team	Senior Leadership Team
Reporting to	CEO
Hours of work	35 hours per week
Date of issue	December 2021

Overall Purposes of Post

We are looking for a Head of Product and Technology to join our growing team. You'll translate ideas into strategy and features, follow product development from start to finish and be our resident expert in all things Technology. To succeed in this role, you should be a perceptive and creative leader and a reliable problem-solver.

You will have responsibility of the ongoing development into the Parish Giving Scheme's Digital services and support the daily management of the digital platform. You will gather the requirements for future service enhancements and new product offerings ensuring our users receive solutions that are simple and secure, enabling generosity for both giver and receiver.

The Head of Product and Technology will be part of the Senior Leadership team leading on product strategy and ensuring our technology is market leading. They will attend meetings with Members and Parishes to ensure our services are meeting the needs of our users and continue to solve tomorrow's challenges, today.

Working as a part of this growing charity, you will need to be hands on. You will be the sole Product and Technology representative, working closely with the operational team and external technology partners.

Context in which Jobs are carried out

We want all our people to have positive working experiences – and we seek to continually improve our working systems and arrangements. We welcome and encourage new ideas and suggestions about what we can do better.

This role will be expected to be in the office in Gloucester at least 2 days per week, with options for working from home.

Due to the nature of the role, there will be some out of hours working required at various times throughout the year.

	Responsibilities and Accountabilities	Nature and Scope of Role
1	IT Systems and Security	<p>Develop and implement the Technology roadmap, overseeing all IT matters including Cyber Security, through our external partners</p> <p>Specifically:</p> <ul style="list-style-type: none"> • Ensure IT and Digital products, services and releases are launched correctly and on schedule – this may require out of hours work to implement changes to live systems • Oversee all technology operations including Cyber Security • Devise and establish IT policies and systems to support the implementation of organisational objectives • Purchase efficient and cost-effective technological equipment and software • Inspect the use of technological equipment and software to ensure functionality and efficiency • Identify the need for upgrades, configurations, or new systems • Control budget and report on expenditure • Manage external suppliers providing contracted IT services
2	Product Development	<p>Develop and implement product strategies consistent with organisation vision.</p> <p>Specifically:</p> <ul style="list-style-type: none"> • Collect and analyse feedback from customers, stakeholders and other teams to shape requirements, features and end products • Work with senior management to create product plans and roadmaps • Produce and review product requirements documents • Make creative recommendations to expand product base and vision • Suggest ways to track product use and impact on end users • Writing user stories from documented requirements • Writing acceptance criteria and definition of done for user stories • Developing wireframes • Creating user flows, and lifecycles • Creating user types and personas • Researching competitors and competitor products • Conducting end user research

Generic Responsibilities

3	To welcome visitors and receive incoming enquiries and telephone calls - dealing promptly and courteously with enquiries and always ensuring high quality customer service.
4	To ensure that all health and safety instructions are followed, and that care is taken to ensure safety for self and colleagues, reporting concerns immediately.

5	To undertake as requested other duties as may reasonably be expected.
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Person Specification

Attributes	Essential	Desirable
General	<p>A keen interest in technology and digital platforms.</p> <p>A customer focused, pragmatic approach – using tact, diplomacy and politeness.</p> <p>A high degree of flexibility, trustworthiness, organisation and an ability to multi-task.</p> <p>Ability to influence, through effective communication, negotiation, professionalism, and development of trust.</p> <p>A strong team player, able to work in the office and from home, as necessary.</p>	
Qualifications and Training	Graduate or equivalent, ideally in an IT or Product Development related subject.	Cyber Security Qualifications
Experience	<p>Working knowledge of Cyber Security</p> <p>Working knowledge of SQL</p> <p>Proven experience as a Product or Technology Manager or equivalent</p> <p>Experience of office-based systems including email, databases and a range of Microsoft packages (Word, Excel, Outlook, Teams etc.).</p>	<p>Experience in product lifecycle management</p> <p>Experience of driving best practice through your projects and team</p> <p>Experience of delivering market leading services</p>

	<p>Experience of organising, planning and prioritising a varied workload.</p> <p>Experience of collaborative working</p>	
<p>Knowledge, skills and abilities</p>	<p>Organisational and leadership abilities</p> <p>Problem-solving and creative thinking</p> <p>Be comfortable working on early stage conceptually fluid projects</p> <p>Working with the team to refine and agree scope and detail of tasks</p> <p>Strong communication skills, particularly writing letters, reports and papers.</p> <p>Ability to speak publicly to varied groups of people with confidence.</p> <p>Confident telephone manner.</p> <p>Ability to listen and accurately record.</p> <p>Excellent organisational skills.</p>	<p>Understanding of the structure and processes of the Church of England</p> <p>Background in software development and product management</p> <p>Familiarity with Agile framework</p>
<p>Personal Qualities</p>	<p>Sympathetic to the overall Christian mission of the Church of England.</p> <p>Willingness to work pro-actively and take the initiative.</p> <p>Ability to work independently as well as part of a team.</p>	

	<p>Willingness to listen to and accumulate knowledge from specialists.</p> <p>A keen eye for detail.</p> <p>Ability to explain difficult or complex issues to people of wide-ranging abilities and backgrounds</p> <p>Practical problem solver with 'can do' attitude.</p> <p>Friendly / approachable style.</p> <p>Resilient and able to cope working to time scales and deadlines.</p>	
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