

Senior Product Manager (Band 8a)

Recruitment Profile - This is a summary of the Job Description and Person Specification



Blood and Transplant

About the Role

The Senior Product Manager is responsible for leading and managing the safe and effective delivery of technology product change into the live service environment by providing critical specialist knowledge of the technology and software within their product domain (our bespoke PULSE application for production & Gennaro for Collections) to support the entire software delivery lifecycle (requirements, design, development & testing).

The post holder will have excellent product management skills, user acceptance testing skills and have a thorough technical understanding of the existing blood technology products (Pulse, Gennaro) and current architecture.

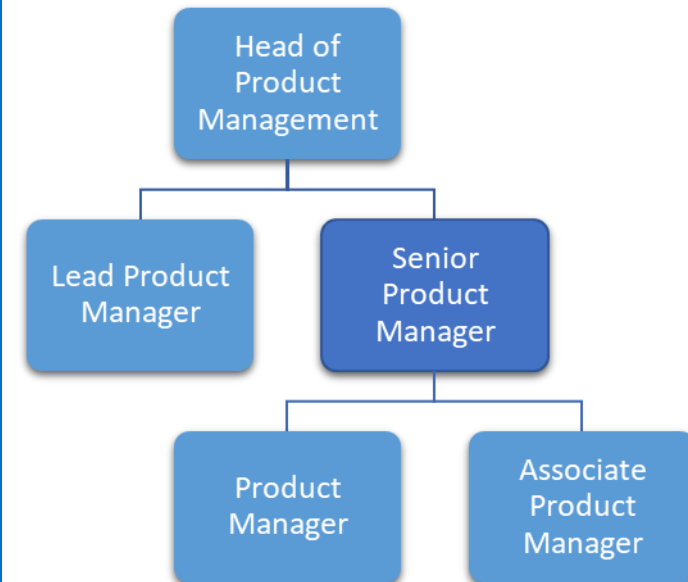
They will be responsible for executing the strategic direction of blood technology through successfully delivering the product backlog and leading user acceptance testing for new developments. They will actively contribute to the product domain vision, demand management process, product solutions, backlog & integrated change roadmap by championing improved ways of working while working within a highly regulated Waterfall delivery system for both key software solutions.

The role will be responsible for their technology domain (Production & Collections) at the product board which sits monthly with the purpose of controlling changes to blood technology, and which has the authority to prioritise and improve demand items to progress to analysis, as well as approving the scope of each software release. The post holder will have excellent planning & communication skills leading conversations with architects, business analysts, developers, and senior managers to ensure alignment.

The post holder will also provide subject matter expertise to other domains or projects across the business where critical change to blood technology is involved and therefore a dependency is placed on the product management teams product specialist knowledge. (e.g. supporting Plasma For Medicines and Testing Development Programme). The post holder will be responsible for directing and producing specialist training in a safety critical context.

You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- *We **care** about our donors, their families, the patients we serve, and our people.*
- *We are **expert** at meeting the needs of those who use our service and those who operate it.*
- *We provide **quality** products, services and experiences for donors, patients and colleagues.*

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Lead the team, accepting responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Demonstrate strong leadership, influence, and accountability for the achievement of results
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others

Experience and Knowledge

- Experience leading user acceptance testing for technology change
- Have extensive knowledge & technical understanding of the blood technology application landscape and architecture
- Experience of delivering change for large-scale complex technology change in the public sector within a Waterfall delivery model
- Experience managing demand of new and existing products and services in a waterfall delivery within a highly regulated environment
- Experience in defining and maintaining iterative product roadmaps, feature or development backlogs and release plans in order to meet clearly defined outcomes
- Experience in delivering difficult messages (e.g. implications of delivery issues, risks or trade-offs) in an appropriate & professional way to senior stakeholders.
- Experience of working with information technology using Microsoft Office packages (Outlook, Word, Excel, Teams and PowerPoint)

Qualifications and Training

- Educated to Masters level or an equivalent post graduate qualification and a significant relevant experience or significant equivalent training in a relevant field
- Demonstrates commitment to own continued professional development (CPD)