

## Role Profile

<b>JOB TITLE:</b>	<b>Digital Product Lead</b>
<b>LOCATION:</b>	<b>Working across RIO sites</b>
<b>HOURS:</b>	<b>35 hours per week to be worked flexibly including evening &amp; weekends to suit the needs of the business/team</b>
<b>SALARY:</b>	<b>Starting at £30,900</b>

### About RIO

At RIO we believe in a better and fairer world; where society values more than just money, where learning is exciting, relevant and opens a lifetime of opportunities, and where people can connect and be part of something meaningful that helps them move forward in life.

Real Ideas exists to solve problems and create opportunity; we do this through supporting people to start up and grow enterprises, by supporting young people to find their way into the world of work, and through creating exciting and transformative experiences and spaces for people to come together and connect.

We have a vision for what a better future could look like, but there's no point us going alone; the only way forward is together. That's where you come in...

### Job Purpose

This role will lead the development of our membership platform, balancing commercial, customer and technical needs. You'll be a core part of our team playing a key role which will enable us to scale our offer digitally, so that we can help, support and engage with more people, no matter where they are located in the UK and beyond.

### Main duties and responsibilities:

- Develop and drive product roadmaps that are aligned with the company strategy
- Work with colleagues and members to improve the online portal user experience and develop the best possible processes, functionality, features and UI for future releases
- Own the relationship between the team and stakeholders, regularly meeting with key stakeholders to define priorities and update on progress.
- Capture, understand, scope and document (sometimes complex) functional requirements

- Work with developers, graphic designers and marketing and membership colleagues to develop and roll out new product drops
- Resolve queries regarding our online platform/ Membership portal e.g. about functionality, process, features, UX, access etc
- Take ownership of projects, problems and decisions relating to the digital platform
- Provide e-commerce and digital thought leadership to the business, owning the website and digital platform performance and measurement as well as influencing our tech stack, platform and system architecture

### **RIO wide responsibilities**

- To represent RIO well, understanding and talking coherently about RIO products and programmes to provide more value for customers and members.
- To adhere to and uphold RIO's social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To proactively and effectively use all RIO reporting and other systems.
- A flexible approach is required for the role. Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

## PERSON SPECIFICATION

Working at RIO is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. In RIO collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners, to clients and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

<b>Qualifications</b>	Level 2 (or equivalent) Maths and English	<b>Application</b>
	Formal project management qualifications not required but a range of experience of working as part of a project team would be an advantage	<b>Application</b>
<b>Behaviours</b>	<b>Adaptability</b> Looking at your ability to adapt to change	<b>Interview</b>
	<b>Culture Fit</b> Do you share our beliefs/values and bring about diversity within RIO?	<b>Interview</b>
	<b>Collaboration</b> Can you collaborate effectively and work well with others?	<b>Interview</b>
	<b>Leadership</b> Can you inspire, motivate and unleash potential in others?	<b>Interview</b>

	<p><b>Growth Potential</b> Do you have the potential to grow with RIO and can evidence goal setting and motivation?</p> <p><b>Prioritisation</b> Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.</p>	<p><b>Interview</b></p> <p><b>Interview</b></p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of developing digital customer journeys – ideally for products utilised in the context of enterprise, membership or subscription, and/or in a technical SaS delivery business</li> <li>• A demonstrable track record of delivering a customer-centric approach to digital product development</li> <li>• Solid and demonstrable experience defining and scoping digital functionality, user experience, and process flows</li> <li>• Experience of developing successful product propositions and detailed business cases</li> <li>• Experienced in using Agile frameworks and keeping users at the heart of everything you do</li> <li>• Managing several simultaneous programmes and projects</li> <li>• Getting the best out of people and opportunities.</li> <li>• Working in an inclusive way, taking practical steps to remove barriers to engagement</li> <li>• Experience leading and managing teams</li> <li>• 3 years' experience of working directly with a wide range of stakeholders at a senior level</li> </ul>	<b>Application</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Very strong understanding of digital and technology trends</li> <li>• Financial modelling, budgeting and business planning</li> <li>• A sound knowledge and understating of Data Protection and Safeguarding and their practical application in a digital context.</li> </ul>	<b>Application</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Results and outcome focussed and motivated by commercial success</li> <li>• A self-starter using your initiative to spot problems, issues and roadblocks and take it upon yourself to find solutions</li> <li>• Comfortable working with technical detail but also in translating technical concepts to non-technical audiences</li> <li>• Ability to prioritise and make trade off decisions</li> </ul>	<b>Application</b>

independently and in conjunction with key stakeholders

- A good understanding of the requirements for the sale and marketing of digital products, including the ability to clearly articulate and demonstrate product features and benefits
- Strong visual creative skills, with the ability to brief and manage external creative agencies
- Outstanding technical, analytical, and problem-solving abilities, along with an ability to collaborate cross-functionally
- Strong data manipulation and interpretation skills, including the ability to access and read diverse data sets and use them to inform decisions
- Proven ability to work accurately to deadlines and under pressure
- Ability to think strategically and implement short-term and longer-term departmental objectives
- Formal project management qualifications not required but a range of experience of working as part of a project team would be an advantage
- Interest in innovation, social enterprise and alternative economic models an advantage

**Other**

- Willingness to travel
- Strong commitment to equal opportunities
- Ability to effectively utilise client management systems

**Application**