Job Description

Job Title	Role Band
Digital Product/Project Manager	O2

Purpose of Role

To lead the delivery of an ambitious programme to transform our digital channels and products. Initially, this will focus on the delivery of three core pieces of work: User Experience (UX) research into the digital needs of our members and other users; the development of a new consolidated website with substantially improved content, user journeys and member functionality; and the development of innovative new digital tools that make starting and developing co-ops much easier.

Key Responsibilities / Accountabilities

Develop and own a product vision for our digital channels and new advice tools that have a strong focus on co-op member/movement needs and which is based on comprehensive research and data. Specifically:

- Working with internal and external researchers complete a piece of UX research to understand and document member/user needs and expectations for our digital channels and products
- Create and manage user stories that clearly communicate needs and user journeys, and ensure that these are well understood by business owners and project team members
- Manage the business case for new digital products/capabilities making sure that they deliver against Co-operatives UK's organisational strategy and the National Co-operative Development Strategy
- Contribute to the setting and prioritisation of our digital roadmap.

Manage delivery of the product vision through the entire development cycle, leading on the overall work programme, stakeholder management and reporting, specifically:

- Lead and motivate a cross-functional and cross-movement project team to deliver the digital product vision
- Proactively reduce dependencies, remove blockers and manage risks to ensure that the project progresses at pace, meets deadlines and remains within budget
- Maintain and manage project documentation and plans, ensuring that they are always up to date, adhere to policies and that all project control activities are carried out
- Set and measure digital product goals and success metrics to ensure they meet their intended needs.

Establish productive relationships, partnerships and networks and specifically:

- Build relationships with project sponsors, stakeholders and involved members
- Keep staff and other interested parties up to date with progress and issues and ensure their feedback is captured and considered
- Coach and support other staff in digital product development methodology and assist the Management Team to embed digital capabilities and ways of working into our culture.

Responsible to: TBC
Responsible for: Project budget | No line management responsibilities