

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Product Owner	PAY BAND:
FUNCTION:	Technology	Support Delivering
THE TEAM:	The Design & Digital team is responsible for the design of our end-to-end young person service, providing experiences that maximise the impact of every pound spent for young people.	Specialist/Managerial Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

Chief Technology & Programmes Officer	Head of Design & Digital	Product Lead	Product Owner
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You play a critical role in delivering a positive impact and outcomes for our young people and supporters through the management and delivery of digital products that are inclusive, engaging, and effective. You will be part of a small product team that ensure that our digital products are optimised, adopted at scale and managed professionally – delivering a great experience for visitors, delivering results for the Trust, meeting quality and compliance standards and being sustainable to manage.

WHAT WILL YOU DO?



Manage and prioritise the product backlog to ensure delivery focuses on the highest-value outcomes



Own and lead the product roadmap, aligning priorities to user needs, strategy and measurable outcomes



Drive product discovery, ensuring problems are well-defined before solutions are developed



Use data, user research and insights to inform decisions and optimise product performance



Work collaboratively with multidisciplinary teams to deliver product improvements and features



Participate actively in agile ceremonies and ways of working



Ensure products meet standards for accessibility, security, safeguarding and inclusion



Document product requirements clearly (e.g. user stories, acceptance criteria)



Stay informed on product management practices, tools and emerging trends



Build strong stakeholder relationships and influence decisions across teams and senior audiences



Responsible for actively contributing to an equitable, diverse, and inclusive workplace

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Knowledge of product planning and backlog management, including prioritisation and roadmap support	You'll be responsible for prioritising your product delivery, so the team delivers the most valuable outcomes at the right time
Understanding of agile or hybrid delivery approaches and working within multidisciplinary teams	You'll work closely with delivery teams leading and taking part in agile ceremonies, creating the backlog to move through these sprints
Strong ability to use data, analytics and research to drive decisions and measure success	You'll prioritise each user need effectively and use data and insight to measure success of products and look for improvements
Awareness of digital best practice (accessibility, content design, data protection, security)	You'll need to ensure products are safe, inclusive and meet required standards and signpost to other teams for support
Experience	Why do we need this?
Experience contributing to the delivery of digital products or services (e.g. websites, platforms, applications)	You'll contribute to building and improving real products used by our young people, volunteers and donors
Experience influencing stakeholders and communicating requirements clearly	You'll gather input, align priorities, collaboratively plan product next steps and support adoption across teams.
Experience creating product documentation such as user stories, acceptance criteria or requirements	You'll define work clearly, including basic sketches/flows for design, so teams can deliver efficiently and correctly.
Experience working collaboratively within multidisciplinary teams	You'll collaborate daily with different specialists to deliver outcomes

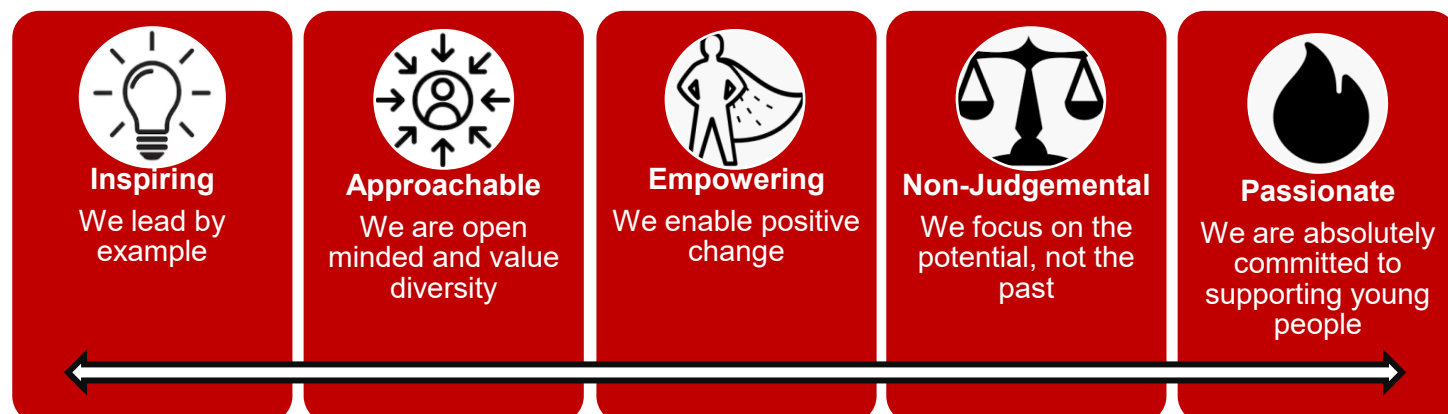
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience with CMS platforms (e.g. Contentful) or similar technologies	Our products sit on a combination of CMS our primary being Contentful
Experience delivering full product lifecycle (discovery through to live, scaling and optimisation)	You'll be identifying growth opportunities or scale back plans for existing products as well as working on new product development
Experience working with suppliers, agencies or partners	Some of our products are created by third party suppliers, keeping them moving and clear on plans is essential to their success
Experience carrying out user testing and research	You'll be identifying needs of our users through leading on research
Skills & Knowledge	Why do we need this?
Ability to problem solve in complex or ambiguous situations	You'll lead confidently where problems or data are unclear or limited.
Ability to make informed decisions where data or evidence is limited	You'll keep progress moving even when information is incomplete.
Basic commercial awareness (balancing scope, time and budget)	You'll balance priorities within time and budget constraints.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through a passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values	You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance your own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change	You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding	You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions	You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.