

YOUR NEW ROLE AT THE TRUST



START SOMETHING

JOB TITLE:	Product Lead	PAY BAND:
FUNCTION:	Technology – Design & Digital	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
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 for young people of every pound spent.	

WHERE YOU WILL FIT














CEO	CTO	Head of Design and Digital	Product Lead
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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. Your work will enable young people to gain confidence and skills and to connect to opportunities for self-employment or work.

You will lead and mentor a small product team to 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. You will also be personally responsible for owning the roadmap of key digital products in the portfolio. You will work closely with the wider digital team and other stakeholders in a consultative and collaborative way, sharing your experience, expertise, and guidance to encourage effective decision-making within our governance framework.

WHAT WILL YOU DO?

-  As a team leader, you will steer, inspire and coach the team to become a centre of excellence for digital product management, including defining ways of working and documentation standards.
-  Represent and gain buy-in for the product strategy across the Trust through internal communications, relationship building and upward reporting.
-  Engage with stakeholders across functions to ensure buy-in for the product strategy and roadmap through show & tell sessions, project meetings, and regular updates or reports.
-  Work closely with the Digital Delivery Lead to continue to build a strong, high performing team culture, where individuals are empowered to do their best work, to enjoy their work and deliver outcomes that they can be proud of.
-  Take an iterative and evidence-based approach – bringing qual, quant and prototyping methods into the product design and development process to ensure our products meet user needs and deliver the expected benefits.
-  Share knowledge, insight, and good practice to support good decision-making and positive steps towards successful outcomes.
-  For products that you manage, own the product backlog and lead the definition and prioritisation of user stories, inputting into sizing and planning activities.
-  Take an active role in internal team, supplier and governance meetings to advocate for, and communicate the roadmap, release plans, user stories and acceptance criteria.
-  Review and feedback on project documentation (for example scope definitions, user stories, specifications) to ensure that it is fit for purpose and will deliver a successful release.
-  Stay abreast of good practice and compliance standards. Including the ICO age-appropriate design principles, GDPR and WCAG 2.1 accessibility guidelines, and our internal architecture and security guidelines to ensure that your products are safe, inclusive, accessible, and compliant with relevant legislation or standards.
-  Ensure that support issues and feedback from users is looped back into informing your product roadmap.
-  Provide product reporting that enables stakeholders and the digital team to manage performance and identify opportunities for continual improvements.
-  Actively contribute to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING



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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?
Expert knowledge of product management and product ownership methods.	Establishing a centre of excellence in product management and ownership for the Trust –developing improved ways of working and raising standards.
Knowledge of digital best practices, including accessibility, content, information architecture, data, safeguarding, and security.	A solid understanding of standards will ensure that your work is safe, secure, inclusive, accessible, and compliant.
Ability to define and interpret data (analytics as well as qualitative research).	To both take an evidence-based approach to defining solutions, but also to bring focus to the optimisation of journeys and conversion rates
Ability to create and present clear, concise and unambiguous communications/documentation including but not limited to vision and roadmap, business case, requirements, scope, acceptance criteria epic and user stories.	Strong communication skills will be essential for gaining buy-in, effective teamwork and project management.
Excellent problem-solving skills within a multidisciplinary team, with the Ability to make decisions based on rational thinking and good practice, when information or evidence is scant.	Ensures that the right actions are taken to investigate, resolve and anticipate problems. Being able to move forward effectively and avoid analysis paralysis.
Experience	Why do we need this?
Experience in hybrid project management combining waterfall governance and iterative, agile implementation, backlog management — definition of user stories, prioritisation.	Experience with our ways of working will enable you to work across multiple functions.
Successful track record of product leadership in a comparable setting, demonstrating your ability to lead a small team with minimal oversight to deliver results.	Our products exist within a complex service delivery eco-system. Understanding the context and interfaces will aid joined up working with other functions and help the product team to thrive.
Experience working within a multidisciplinary team and actively participating in sharing skills, knowledge, and best practices.	This will build a 'one team' approach, inspiring and lifting our colleagues to raise overall standards as well as job satisfaction and a sense of community. Sharing good practice, constructive feedback, and support. NOT blame shifting or working in silos
Experience navigating complex stakeholder requirements, translating digital formats and language for non-digital stakeholders and audiences	The majority of our projects are managed horizontally in multidisciplinary teams and with input from users, partners, and funders. You will be expected to plug into new teams and quickly adapt your style to work effectively

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in successfully leading a digital product through the entire lifecycle from initial conception to stable BAU operations.	Full lifecycle experience will ensure that you have the experience to deliver solutions that are robust, scalable, and feasible over the long term for our young people.
Experience working with suppliers or contractors, able to input into procurement processes and communicate with externals to get them up to speed quickly	This will enable our core team to scale up and down by bringing in specialist expertise, contractors or agency/suppliers as needed.
Experience in delivering solutions on the Contentful CMS platform and integrating with other digital platforms	This is our preferred technology stack
Skills & Knowledge	Why do we need this?
Knowledge of how fundraising teams work including working with pro-bono/gift-in-kind partners would be beneficial.	Aligning funding and pro-bono support to our roadmap of delivery will be key to achieving our objectives






WHAT DO WE EXPECT FROM YOU?



START SOMETHING

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.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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Here at The Prince'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 PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT 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 in at a specialist/managerial level, we would expect that you live these behaviours.

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

THE WELFARE OF OUR YOUNG PEOPLE

The Prince'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 in accordance with 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.