

Product Manager

Role Description and Recruitment Pack



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Role overview

Title:	Product Manager
Hours:	Full time, 35 hours per week, although we can be flexible for the right candidate.
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB There is some flexibility to work remotely, although you must be able to work in the office at least two days per month, or as the organisation requires.
Reports to:	Head of Product
Salary:	£45,000-48,000 p.a. depending on skills and experience
Closing Date:	Monday 25th March 2024, 9am Interviews 27 th March or 28 th March 2024

Why this position is important to us

The role of Product Manager at Stewardship is crucial for our mission of activating generosity. Our Product Manager plays a pivotal role in shaping the product pipeline to meet the needs of customers, key stakeholders, and drive strategic objectives forward. By prioritising the product backlog, conducting user research, utilising data insights, managing stakeholder communication, and optimising processes, each of our Product Managers are key to ensure that Stewardship's products align with customer wants and needs while fulfilling our strategic vision. We're looking for someone to challenge constructively, think analytically, solve problems effectively, communicate clearly and leverage data for decision-making.

The impact you will have in this role

- The Product Manager at Stewardship will play a crucial role in helping shape the product pipeline to meet customer needs, drive strategic objectives, and foster Kingdom growth.
- This role will significantly impact the development of clear product roadmaps, prioritisation of the product backlog, and collaboration with cross-functional teams to release new features that align with Stewardship's strategic goals.
- The Product Manager's influence will be key in fostering a culture of data-informed decision-making, continuous improvement, effective stakeholder communication, and optimizing processes for enhanced team performance and product delivery.

Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

Our vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

At our core, as believers in Jesus Christ, are the biblical values of:



Generosity
expressed with
Joy



Relationship
strengthened with
Understanding



Integrity
demonstrated with
Justice



Service
delivered with
Excellence

For over 100 years, we've helped Christians, charities and churches activate generosity, resource their calling and make a difference in Jesus' name.

In 1906, Stewardship was created by a small group of Christians uniting to release generous gifts and financial support to Christian ministries in the UK and overseas. Among their number were professionals and philanthropists, chemists and church planters, factory workers and evangelists, with each giving as they were able.

Today we help over 30,000 Christians experience the joy of being 'actively generous', supporting over 4,000 churches, 2,300 Christian workers and 6,000 charities.

Our methods have changed, but our mission remains the same.

Job detail

Overview

Stewardship is on a mission to activate generosity, our products, and the users of those products, are at the heart of that. As the Product Manager at Stewardship, you will join our small but mighty, and growing, Product Team. We are passionate about growth, but not just for numbers, because our growth means Kingdom growth. You will play an important role in shaping our pipeline to ensure we meet the needs of our customers, key stakeholders and push us forward in our strategic objectives.

Main responsibilities

To include, but not limited to:

- **Pipeline Prioritisation:** Work closely with the Head of Product, developers and key stakeholders to define and prioritise our product backlog and develop clear product roadmaps. Collaborate with cross-functional teams refine, plan and release new features to further our strategic objectives.
- **User Research:** Develop and maintain a deep understanding of our customers to inform roadmaps that directly address customer wants/needs and fulfils our product strategy. This will involve organising and conducting regular qualitative and quantitative user research including, but not exclusive to, regular customer interviews and user testing.
- **Data gathering and interpretation:** Working with our new Data and Insights team, you will use data to inform our product pipeline, validate hypotheses and monitor the success of implemented features. This will encourage a culture of data-informed decision making and continuous improvement through learning.
- **Stakeholder communication:** Working closely with the Head of Product you will help to manage key stakeholders across Stewardship ensuring that we are communicating clearly what we're doing, what we're not doing, and why. This will involve the production of helpful reports that clearly communicate complex information and updates on progress.
- **Process Management:** There are a number of tools that you will be responsible for, these tools can always be more optimally used. Always asking "how can we do this better?" is important in ensuring we get the most out of those tools and work most optimally as a team. Therefore, regularly reviewing processes and evaluating results to inform ongoing learning and improvement is important.

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- You should demonstrate a willingness to offer your perspective and be able to challenge constructively when necessary. You must clearly understand and articulate the risks in a situation, taking a balanced view regarding those risks.
- You will possess strong logical and analytical thinking skills, enabling you to approach problems with a structured and methodical mindset. Your ability to dissect complex issues and derive sound conclusions is crucial.
- Your role requires exceptional problem-solving abilities, allowing you to tackle challenges effectively by identifying root causes, evaluating options, and implementing innovative solutions.
- Excelling in project management will be hugely beneficial, demonstrating the capacity to organise tasks efficiently, set clear priorities, and meet deadlines consistently. Strong prioritization skills are essential for successful product delivery.
- Effective communication is key; you should be adept at conveying information clearly, listening actively, and fostering open dialogue. Your ability to articulate ideas concisely and engage with diverse stakeholders is important.
- Attention to detail is paramount in your work; you must exhibit meticulousness in reviewing information, spotting errors, and ensuring accuracy in tasks undertaken.
- Your role involves managing diverse relationships; you should have experience in cultivating partnerships, negotiating contracts, and fostering collaborative engagements with various stakeholders.
- You must showcase a track record of leveraging data and research insights to drive informed decision-making and strategic development initiatives. Your ability to translate data into actionable plans is crucial.
- You should possess the capability to translate user feedback and insights into tangible actions that enhance outcomes. Your focus on user-centric solutions and continuous improvement is key for driving positive results.
- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.

Whilst we recognise that these skills are vast, we are still keen to hear from you even if you don't feel as though you can fulfil the full job spec. If you have a passion for Product and are looking to progress your career into Product Management, we would still love to hear from you and would consider you for this role on terms adjusted to reflect your experience.

Desired skills and experience

Skills and experience	Essential	Desirable
A good and clear understanding of Agile	✓	
Adept at using a range of digital systems, applications, software and websites	✓	
In-depth understanding of iterative software development methodologies such as scrum		✓
Experience writing requirement and test specifications		✓
Awareness of Cyber Security best practice, GDPR and data integration technologies		✓
Experience in using Google Analytics	✓	
Experience with tools such as Aha!, Figma, Dev-ops and Application Insights		✓
Strong logical and analytical thinker	✓	
Excellent problem-solving skills	✓	
Project management and strong prioritisation skills	✓	
Strong communication skills	✓	
A good level of attention to detail	✓	
Demonstrable experience of using data and research to inform development	✓	
Ability to turn user insight into actions that improve outcomes	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements)	✓	
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	

Working for us

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service).
A salary sacrifice scheme for personal contributions is also available.

Q. Is it possible to work from home?

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work in our London office for a minimum of 2 days each month, or as required by the organisation.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
- Hybrid and flexible working options
- Contribution to your charitable giving account
- Generous leave allowances
- Long service awards
- Participation in the Cycle to Work Scheme
- Death in Service benefit (4x annual salary)
- Option to join a Health Cash Plan
- Interest-free season ticket loan



How to apply



Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.