**Role Description & Person Profile**

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| Job title: | Product Manager |
| Reports to: | Paul Buchan |
| Location: | Kilkenny or Peterborough areas |
| Direct & Indirect Reports: | n/a |
| Role Overview | The Product Manager is responsible for guiding software and hardware products throughout the execution cycle, focusing specifically on analysing, positioning, promoting, and tailoring our solutions.  The Product Manager works closely with engineers, designers, marketers, finance, support, and operations teams to help design and develop technologies and deliver solutions that drive our products and satisfy our customers.  The Product Manager will handle the delivery of new products and features and ensure knowledge transfer to operational teams. |
| Key Responsibilities: | * Investigate and prioritise reported bugs and issues * Manage the product roadmap, incorporate new feature requests from internal and external stakeholders * Support Business Development Manager in dealing with complaints and escalated customer concerns * Manage releases –   + Create specifications for development - explaining, testing & writing releases for comms for internal and external sharing.   + Schedule product releases (avoiding busy periods and ensuring customer impact/input is minimal)   + Manage and follow the Agile development process with the dev team * Testing – defining and carrying out product testing * Lead on discovery of new products and features |
| Budget Responsibility: | n/a |

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| **Person Profile/Knowledge**  Experience, any formal qualifications and necessary keys areas of knowledge or experience. | | |
| **Essential** | | **Desirable** |
| Great engagement & communication skills | | Dairy farming and the dairy industry |
| Troubleshooting techniques | | Competitor / market analysis |
| Requirements Analysis | | Agile / DevOps |
| Planning & Prioritisation | |  |
| **Key Behaviours** | * High attention to detail * Determination, tenacity, and patience * Customer focus * Leading by example | |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. | UK and international travel form part of this role. | |

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