

Job Description

Job title	Product Manager
Department	Product Development
Line Manager	Head of Products
Job Purpose	<p>Brain in Hand transforms the lives of people with conditions such as autism, mental health conditions and learning disabilities, by enabling people to achieve their goals, be more confident and live more independently. We see a future that puts people in control of their own lives, with a combination of Brain in Hand's technology and on-demand human support.</p> <p>We are a fast-growing technology company based in the centre of Exeter, and we are looking for an exceptional candidate to join our remote-first Product team to help us to create an engaging and impactful user experience that we can scale to reach more people.</p> <p>Our Product team primarily focuses on our users and clients. We work closely with the Development Team to solve their most impactful problems. You will be joining a highly skilled and enthusiastic team of product managers, developers and Brain in Hand experts, working collaboratively to develop an impactful and scalable user experience.</p>
Key tasks within the role include but are not limited to:	<p>You will be at the heart of our growing Product and Development team as we create impactful and value adding experiences for our users. You will become an expert in our users, strategy, products and processes, so that you can lead on discovery, prioritisation and delivery of user-facing improvements.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Understand the problems to solve through research of the market, industry landscape, and most importantly our users' needs. • Manage our growing backlog and develop processes to ensure appropriate prioritisation and scoping. • Launch products and features, test their performance, and iterate quickly to improve and maintain the quality of the features you manage. • Ensure high-quality product releases through great development processes and testing • Engage closely with Development, Marketing, Customer Service, and partners to build great products and communicate progress. • Identify opportunities and contribute to product vision and strategy.
Essential Skills	<ul style="list-style-type: none"> • 2+ years experience in product development (or a relevant role with interest and ambition to move into product) • Organised, structured thinking and problem solving • Experience leading successful projects and managing multiple stakeholders • Clear and concise communication • Curiosity and Love of Learning • Self-starting and entrepreneurial mindset • An interest in product, technology and design • Understanding of and interest in agile processes and principles

Desirable Skills / Experience	<ul style="list-style-type: none">• Experience working in a rapidly expanding small business.• Awareness and experience of anxiety, autism, mental health issues and people with these conditions would be a benefit.
Additional Information	This is a customer-facing role, and you will be engaging with vulnerable service users and their personal information. Therefore, an Enhanced DBS check will be required prior to independent working. This is an office-based position and as such it is not a requirement of this role that you have your own transport.

Received by (name):

Signature:

Date:

This is a description of the job as it is presently stands and it will be reviewed periodically and updated to ensure it fully reflects the duties of the role.