Job Description

Job title	Products and Services Manager
Location	Combination of Home and Office working, UK - Our office is based in Sheffield. You would be expected to work a minimum of a day a month in the Sheffield office, working alongside the team you manage and attend face to face team meetings.
Hours	Full-time (37.5 hours/week), permanent. Good Things does operate a flexible working policy and will consider applicants who require compressed hours or part time working.
Reports to	Associate Director Digital Inclusion Delivery
Staff responsible for	1 - 3 x direct line reports at Manager and/or Officer level
Date	November 2022
Salary	£35,000 - £42,000 per annum, depending on experience
Benefits	● All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) ● 30 days holiday per year, plus public holidays ● 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) ● Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) ● Life cover and permanent health insurance ● Confidential Employee Assistance helpline
Job Purpose	Good Things Foundation, the UK's leading digital inclusion charity, is looking for an experienced and driven Product and Service Delivery Managers to support us with developing and designing our digital inclusion services and online products. In May, Good Things Foundation launched a new strategy: Let's Fix the

Digital Divide - for Good. Working with high profile national partners, including household names such as Virgin Media O2, the charity will be delivering an ambitious and exciting programme to drive action and impact in digital inclusion across the UK, supporting its strategic ambition to engage 1 million people through digital inclusion by the end of 2025.

Our new strategy is delivered through three core digital inclusion services:
- a national network of community partners (digital inclusion hubs)
- a national databank and
- a national device bank.

In addition to this, we also have a portfolio of learning products, resources and tutor support to complement the three services.

We are looking for a Products and Services Manager that can lead the design and delivery of our core service offer, be responsible for the end to end user experience and be the product owner for elements of our service offer. The role will be responsible for:
- The design, delivery and usage of the National Digital Inclusion Service offer
- Product development and management of the National Digital Inclusion Service's digital channels (currently being redesigned) and the end to end user experience across the services
- Product development and management of the Learn My Way e-learning platforms and associated support offer (currently being redesigned) and end to end user experience
- Oversee the design and delivery of the wider digital inclusion learning offer and programme development

Please note: we have recently appointed another Products and Services Manager internally, who is responsible for:
- The design, delivery and usage of National Databank Service offer
- The design and delivery National Device Bank Service offer
- Product development and service management of the Databank platform and end to end user experience
- Product development and service management of the Device Bank platform and end to end user experience
- Oversee the design and delivery of a small portfolio of projects

Both are new roles in a new team. We particularly welcome candidates whose professional and personal experience will bring new perspectives, understanding and capacity.

Key Objectives and Responsibilities

Strategy
- Responsible for driving forward plans for the products and services you are responsible for in order to meet our two strategic priorities of 5,000 Digital Inclusion Hubs and 1 million people reached.
- Close collaboration working across the whole organisation and working as part of the Senior Team responsible for Digital Inclusion Delivery to monitor our progress towards our strategic objectives and put in place strategies for continuous improvement.
- Champion the use of data and insights for service and product improvement, aligned to our outcomes and impact framework.

Product Development and Management
- Oversee all stages of the product life cycle, managing each touchpoint in creating, developing, testing, releasing, supporting and decommissioning your products.
- Take ownership of driving forward implementation plans and coordinating across teams - working closely with the Technology team and external suppliers.
- Take ownership of end to end user journeys in order to deliver a great user experience, ensuring the experience is engaging, inclusive and accessible.
- Responsible for maximising usage and outcomes, raising awareness of your products and how they are used by our network to deliver our service offer.
- Implement clear change and service management processes to ensure a high quality customer experience.

Service Delivery
- Matrix management of a cross functional team in order to deliver the service offer to our community partners and promote regular, sustained usage.
- Create and implement delivery plans to achieve our KPIs for the service, regularly monitoring progress and implementing strategies to keep service delivery on track.
- Drive efficiencies and cost savings via process improvement and oversee change management through data-driven decisions.
- Manage licence agreements and contracts for the products and services we have contracted to third party partners (if applicable).

Staff and Resource Management
- Empower and develop staff you are responsible for to innovate, improve and work flexibly -

setting clear objectives, managing performance and delegating.
- Contribute to our resource planning and manage resources allocated to you (internal and external, contractors and suppliers).
- Responsible for budget and financial management of products and services.

Corporate responsibility
- Ensure your work and that of the team is always in Good Things Foundation's best interests.
- Plan ahead, manage risks, address opportunities and threats, and use data to improve.
- Ensure you, and the staff you are responsible for, comply with our corporate systems and processes, using them day to day (currently Salesforce, G Suite, Monday.com, Slack)
- Represent the organisation externally to support business development and advocacy.

Person Specification

Good Things Foundation Behaviours	- We are collaborative - We are positive - We are creative - We are people focussed - We are curious

Criterion	
Experience	- Experience of operating at strategic and operational levels - Experience of product ownership, management and development including developing and monitoring performance frameworks - Experience of leading cross-functional teams and driving work forward within established time and resource parameters - Experience of end to end service delivery and/or service management - Experience of managing, coaching and developing staff to succeed - Experience of resource planning, asset and budget management - Track record of supporting equality, diversity and inclusion - Track record of using technology, data and insights for improvement - Experience of commissioning work from internal teams and external suppliers
Personal attributes	- Flexible, adaptable and resilient - Proactive and a self-starter - Work well in a fast-paced environment - Ambitious individual willing to learn quickly and work outside their comfort

	zone with a 'can do' attitude ● Strategic mindset - seeing the bigger picture ● Delegates effectively, playing to their strengths and those of colleagues ● Accountable and takes open responsibility for their mistakes ● Supports colleagues to grow, make mistakes and learn
Knowledge and skills	● Commitment to Good Things Foundation's mission ● Able to think innovatively and turn concepts into clear requirements ● Understanding of agile principles/methodologies or willingness to learn quickly ● Strong understanding of using technology for service delivery ● Strong understanding of using data and insights to improve service delivery ● Strong matrix management and operational delivery skills ● Excellent IT skills ● Excellent interpersonal and communication skills ● Excellent planning and organisational skills ● Excellent facilitation and coordination skills ● Knowledgeable and passionate about diversity, inclusion & accessibility
Education and Qualifications	● Degree, or equivalent professional experience, with relevance to the role
Other requirements	● The role holder must share Good Thing Foundation's commitment to equity, diversity and inclusion, and we would particularly like to hear from candidates whose professional and personal experience will bring new perspectives, understanding and capacity to the organisation ● To demonstrate a commitment to safeguarding vulnerable adults ● To comply with our organisational Safeguarding Policies and Procedures ● To satisfy our pre-employment checking process (see below) ● To comply with our information security and data protection policies and procedures

Equity, diversity and inclusion is at the heart of Good Things Foundation's vision for a world where everyone benefits from digital. We believe that digital technology can support equality of opportunity, and ensure everyone can participate fully in today's society. Working towards this vision is only possible if Good Things Foundation is an organisation that is diverse and inclusive of all people.

Our organisational values underpin our equity, diversity, and inclusion commitments. It is only through promoting inclusion that we can truly embody its values of being people-focused and collaborative. Being creative is a core value for Good Things Foundation and we understand that having a diverse workforce drives innovation and creativity.

As an organisation, we are committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

Safeguarding Statement and Pre-Employment Checks

Here at Good Things Foundation, we work with vulnerable adults and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process which for this position, will include:

- An identity check (photo ID)
- Receipt of two satisfactory references
- Documentary evidence of right to work in the UK
- A satisfactory Disclosure and Barring Service (DBS) check (for certain positions)