SENIOR PRODUCT MANAGER

Location: Nottingham Office or Home

Reporting to: Director of Software Design & Engineering

PURPOSE

To manage the definition, design and delivery of the features and functionality in the Peppermint Platform to meet and exceed current and future market requirements, such that Peppermint products are the best products in their sector. This will include accountability for leading a high performing product team with in-depth involvement in the full product delivery process, from requirements gathering and definition, through to articulating the scope and executing strategic releases.

RESPONSIBILITIES

- Understand internal and external customer and market requirements as they relate to the Peppermint products
- Lead and contribute to the definition of a prioritised product roadmap at both strategic and functional levels
- Work with key stakeholders to define value propositions for new and existing markets and ensuring product roadmap reflects these
- Overall operational responsibility for managing our technology partner relationships
- Reviewing inbound requests for new technology partnerships
- Ensure that development resources are focussed on delivering solutions that will provide the best return for Peppermint and our customers
- Champion usability and user experience in the design process so that our product is intuitive and straightforward for our end users
- Manage and develop a high performing product team who are focussed on delivering excellent, innovative products for our customers and the market
- Keep the wider business regularly informed of ongoing and upcoming product development activity
- Responsible for tracking and reporting on Product KPIs to Directors and leadership team
- Ensure that our customers are equally informed through demos, webinars, events and written materials as appropriate
- Be the product and market subject matter expert; ensure own and team product/sector knowledge is kept current via ongoing research

- Collaborate with other readiness resources to ensure the successful execution of product release and rollout processes
- Working with the Software Design & Engineering leadership team, drive product management best practice, identifying and implementing changes where needed to ensure we are delivering maximum value to our stakeholders and customers
- Ensure that product management tools are fit for purpose, including roadmap planning and customer feedback tools

KNOWLEDGE, SKILLS & COMPETENCIES

Essential

- Experience of leading and managing a team
- At least 5 years' relevant experience working in Product Management for a software company, preferably supplying to the legal sector
- Proven track record of managing successful products, meeting or exceeding associated KPIs
- Strong experience of development methodologies, particularly DevOps, agile and scrum
- Extensive experience of leading and participating in customer and supplier meetings at all levels
- Excellent stakeholder management and communication skills
- Extensive experience of commercial software delivery, ideally including SaaS
- A strong understanding of customer-centric product design and development methodology and the software development lifecycle
- A working understanding of the technical aspects of software development and delivery, allowing meaningful conversations with all roles involved in software delivery including developers
- A self-starter with a proactive approach and a desire to challenge the status quo
- Confident in managing customer/prospect relationships and expectations
- Strong communicator, both written and verbal
- Commercially and technically minded with an excellent understanding of the commercial and business issues affecting legal services providers
- Competent and proven stakeholder management
- Capable and confident team leadership with a passion for developing individuals and motivating high-performance teams
- Translating customer and market requirements into value-delivering product capabilities

- Effective execution of strategic business objectives through data-driven roadmaps
- A real passion for technology combined with a total focus on the user experience to deliver creative and effective product solutions
- Obsession with providing a great customer experience and a strong desire to innovate

Desired
- Certifications in Product Management advantageous but not essential

OUR COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications (case & matter management, client engagement, document management and practice management), collaboration and content enablement tools. The platform is a SaaS (Software as a Service) offering. Our platform is built, and certified, on the Microsoft Dynamics 365 and Microsoft Power Platforms.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

What's important to us

Customer Success: We put our customers and their success at the heart of everything we do

Time: We make good use of our time, make time for others, deliver on time, all of the time

Quality: We are experts and the best at what we do. We consistently deliver high quality outcomes

Together: We create opportunities together, find solutions together and win together

Positive: We have a positive attitude and believe in the possible

OUR OPPORTUNITIES

Peppermint Technology Ltd is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realise their potential. We are committed to providing reasonable accommodations, if required, and will work with you to meet your needs.

APPLY

jobs@pepperminttechnology.co.uk

Please note Peppermint are unable to offer sponsorship to work in the UK

No agencies please.