Associate Product Manager

**Role** Associate Product Manager

**Pay** B2 **(**£39,422 – £46,511). RDS employees start at the first point on the scale. For roles where there are recognised recruitment difficulties or under other exceptional circumstances, a level of flexibility may be considered.

**Hours**  RDS Four Day (32 hours) per week

**Employment type** Permanent. We are happy to discuss a secondment from similarly minded organisations providing you have prior agreement from your department director or line manager.

**Closing Date** 17 June 2025

**Reports to** Digital Delivery Lead

**Direct reports** 0

**Job description and person specification**

Responsibilities

Working with our internal team and suppliers, the role holder will:

* Prioritise, plan and deliver fixes and development, with the support of the Digital Delivery Lead and wider team
* Support the Digital Delivery Lead in planning, monitoring, and reporting on project delivery
* Act as the first point of contact for our digital services, communicating with a range of internal and external stakeholders and suppliers via a range of tools (e.g. Jira, Trello, email), both remotely and face-to-face.
* Support the delivery of user acceptance testing
* Participate in agile ceremonies (stand-ups, sprint planning, reviews, retrospectives) and support agile best practices
* Identify and flag risks, issues, and dependencies to the Digital Delivery Lead
* Maintain and manage our development backlog explaining how the needs of the platforms vary across different delivery phases
* Strengthen our relationships with external agencies
* Maintain software updates and up-to-date security certificates
* Carry out support and development tasks across RDS’s digital platforms, alongside the wider team, logging and prioritising updates, bugs, errors and development items
* Take an active role in team meetings, across several digital projects, representing the team as required
* Help to foster a culture of continuous improvement, promoting team collaboration and learning

**Person specification**

**Knowledge, skills and experience**

We are looking for an excellent communicator with strong attention to detail, a good technical understanding, an enthusiasm for digital, and the ability to manage multiple priorities.

The successful role holder has:

* Knowledge and experience of managing and maintaining websites, with a working understanding of web technologies
* Knowledge and experience of maintaining digital content management systems (i.e. Umbraco) actively addressing internal risks and issues and knowing when to escalate them
* Knowledge and experience of working with Customer Relationship Management and/or workflow automation systems
* Experience of using project management tools (i.e. Jira, Confluence, Trello)
* Demonstrable experience of using quantitative and qualitative user insights to improve product or service outcomes
* Awareness of agile delivery methods (e.g., Scrum, Kanban) and delivery tracking tools
* Strong organisational skills and the ability to coordinate multiple streams of work
* Excellent verbal and written communication skills
* Good interpersonal skills and ability to work effectively with cross-functional teams and stakeholders
* Awareness of user-centered design and the Government Digital Service (GDS) approach to service development.
* A proactive mindset, with a willingness to learn and grow in the digital product and delivery profession.

**Qualifications**

Agile project management qualification, or equivalent experience. **Desirable**