



Job Description

Product Manager

Who we are:

Communit eer is a social enterprise with a mission to use technology to connect, engage and mobilise volunteers to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, not-for-profit organisations and volunteers together to do more good. Our civic engagement technology is based on a crowdsourcing approach: think of us as 'LinkedIn and Airtasker combined, for social good'.

We're a fast-moving, for-purpose start-up that constantly innovates to empower people to make a difference. Our team consists of passionate people with different skills and cultural backgrounds, and we recognise the strength in diversity. We are values-driven, pragmatic and determined people who practice what we preach! We care deeply about other people, the community, and the environment we live in.

After formulating our 5-year strategic plan and settling our first round of external funding, we now have a clear focus for the next 18 months and the resources to get there. Our immediate priorities will be to refine our existing product and services, and the systems and processes that support them, in order to reach critical mass.

The Role:

In preparation for significant growth, we have created a Product Manager role. Reporting directly to the CEO, this is a unique and exciting opportunity to utilise your skills and experience whilst putting your own stamp on how Communit eer can amplify social impact.

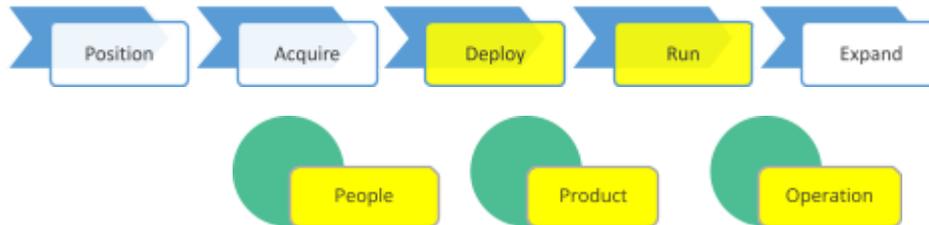
We are seeking a highly motivated individual with a genuine interest in the intersection between humanity and technology. You will lead a close-knit product team whilst working closely with our external solution architect and developers. You will be part of our management team and set our product roadmap and day-to-day priorities.

Relationships:

- Reports to: CEO
- Supports: UI Designer, UX Researcher, Technical BA, Technical Writer/Tester
- Works with: Other Line Managers, Solution Architect, Developers, Suppliers



Our organisation structure reflects the customer journey (PADRE) and the infrastructure (PPO) that supports it. The areas that this role is involved in are highlighted in yellow below:



Responsibilities:

- Define our product vision, roadmap and growth opportunities with the Co-Founders;
- Stay up to date to our customers' needs, competitors' development and market trends, and be improving our product in line with their feedback;
- Lead and grow our aspiring product team, embed best practices on product development;
- Manage feature backlog, iteration planning, and elaboration on user stories alongside business initiatives;
- Strike a balance between team wellbeing, capacity management, and release deadlines;
- Consult and collaborate with internal and external stakeholders to create the best user experience;
- Manage relationships with suppliers and partners to ensure timely delivery of product releases;
- Play an active role in overcoming challenges as they arise in line with our organisational values;
- Continually refine our product development process against best practices;
- Provide insights and feedback on other areas of Communit eer to improve overall user experience;
- Any other work-related deliverables as directed by your line manager.

Selection criteria:

- Values alignment with Communit eer (Agency, Equality, Humanity, Integrity, Solidarity);
- Passionate about facilitating social impact through the use of technology;
- Previous experience as a Product Owner or leading a multifaceted product team;
- Relevant education or training in product management, software development or computer science;
- Leadership qualities and willingness to train and nurture a young and motivated team;
- Strong analytical, communication and project management skills;
- Sharp analytical and problem-solving skills with attention to detail.

Key performance indicators:

- Continually improve our user experience and satisfaction based on set metrics;
- Drive and meet quarterly product milestones as an individual and as part of the team;
- Proactively contribute to other business areas to help Communit eer meet our organisational goals;
- Build a reliable and sustainable product team that won't fall over in the absence of a key personnel;
- Reinforce a strong culture of user-centred delivery and teamwork amongst your peers.