



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Digital Product Manager
Reports to:	Head of Learning Design Operations
Location:	Home Based with future UK travel
Department:	Content & Learning Design

2. ABOUT THE ROLE	
What you'll be doing?	<p>Leading and managing the product strategy for the technology that underpins our Digital by Design Apprenticeship product to best meet the needs of our learners and employers.</p> <p>Our technology platform includes our own Cloud Academy platform and external vendor platforms. This will role will include working to influence external vendor roadmaps who supply the underlying platforms and services.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Own and drive the improvement of the technology that underpins the apprenticeship product, acting as the central point for how we choose to develop our proposition and driving 3rd party focus and development. • Act as the bridge between QA's IT team, 3rd party supplier systems and own the technical development roadmap. • Project managing large pieces of work directly where appropriate or working with Business Project Managers to support for larger pieces of work. • Ownership of learner and client feedback relating to the technology and using this to inform the product roadmap. • Project managing the implementation of new & updated apprenticeship standards with 3rd party provider and internal stakeholders, with the support of the Learning Design team. • Blend operational capability with commercial vendor management skills, to maximise our spend with 3rd party providers. • Build strong stakeholder relationships with Apprenticeship experts in QA and be able to articulate the strategic requirements for the platform. • Build strong stakeholder relationships with external stakeholders such as the Employer Group for digital apprenticeship standards, IFATE & EPA providers to plan roadmap to launch timeframes. • Vendor management: Work with the 3rd party providers in a collaborative but very challenging way, to ensure QA's interests are served first. Influence their product roadmap, taking commercial and operational risks that benefit our learners.

	<ul style="list-style-type: none"> Relationship Management internally with the IT team & Learning Design team. Own the operational issues, service level agreement and commercial penalties of QA's apprenticeship proposition from the vendor.
KPIs & SLAs	<ul style="list-style-type: none"> Planned spend on our top 3 suppliers to be on or below budget. QA's IT Roadmap is clear, meets Apprenticeship business requirements and happens on time. NPS of our learners to increase by a minimum of 5 points YOY. Contract management with external suppliers. Roadmap functionality is achieved on or before key release dates declared to the business. Regular update and feedback to the senior team with action plans and next steps across the business.
Key Working Relationships	<ul style="list-style-type: none"> Delivery Director. IT Director. 3rd Party provider. 3rd Party key stakeholders. Higher Education Division. Curriculum Managers. Learning Design & Content Team. Practice Leads. Subject Matter Experts. Sales Director. Quality & Compliance Director. Finance Director. Digital Learning Consultants. <p>There will be an expectation in future to travel to other UK locations, mainly between Leeds & Bristol.</p>

3. ABOUT YOU

Your Competencies	<ul style="list-style-type: none"> Commercially astute in using a SaaS provider and the challenges that this presents. Relationship builder; internally, externally and on an ongoing basis across the business. Technical understanding/experience in roadmap shaping, constraints and the challenges in bridging internal and external systems. Subject matter expert in how to deliver industry-leading technical apprenticeships. Operational experience of Apprenticeship provision using a 3rd party provider. Influence: You must be able to present a convincing and confident business case challenge to those in your circle of influence, in a commercially interesting way. Strong implementation & project management skills Risk and issue management.
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Your Experience	<p>Experience in a digital product management role, ideally in EdTech or a related area.</p> <p>Working with a SaaS provider is essential.</p> <p>Knowledge of SaaS contract management (e.g. penalty provisions & uptime) is desirable.</p> <p>Roadmap management experience is desirable.</p>
Your Knowledge	<p>Knowledge of ESFA funding rules regarding Apprenticeships is desirable.</p>
Your Qualifications	<p>Project or Product Management qualifications desirable.</p>
What you'll bring to QA	<p>The role holder will be DBS & BPSS checked following successful interview.</p>