

## **Job Description**

### **Digital Product Lead – temporary contract**

#### **About the organisation**

Triangle is a values-based Social Enterprise based in Hove. We work to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars. The Star has proved very popular and is now widely used in the UK by charities, social enterprises and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, with a strong presence in Ireland and Australia.

For more information see [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

#### **About the digital product**

Triangle have recently invested in the redevelopment of our online system for the Outcomes Star, called the Star Online. Originally launched in 2012, the current version is used by over 600 health, care, family, youth and employment organisations and around 30,000 frontline professionals, and is supported by a dedicated helpdesk team in Triangle (2 staff members, 4 days a week each.)

The new version will launch in December 2019, following a significant development project with our new software development partner, QES. The new system has been built following Agile principles, using .NET technology and will be a bespoke, innovative transactional website, allowing users to configure their own accounts, access Star resources and useful content, record service user support information and outcomes data, and create visual and engaging reports and analysis. All existing accounts will be migrated from the old system to the new system between January and March 2020.

The project has been led by Triangle's Product Manager, who will be going on maternity leave from the beginning of March 2020.

#### **About the role**

This role is initially based on a 12-month temporary contract starting January 2020.

The role will initially work to the Product Manager and with the Helpdesk team to get to grips with the new system, to learn about the development process to date, to understand the requirements for supporting customers and users going forward and to get stuck in with supporting the migration project for existing accounts. Whilst the Product Manager is on maternity leave, the role will report to the Managing Director and cover some aspects of the Product Manager role (for more detail see tasks and responsibilities).

The successful candidate will join a friendly team of 25 employees passionate about helping our clients achieve the best outcomes for the service users they work with.

The position would suit a dynamic person with good technical understanding excited by getting a new software application off the ground and enjoying setting up processes and producing materials to support it.

### ***Outcomes for the role***

- Customers and users continue to be supported to purchase, set up and use the Star Online, through access to support, information and guidance
- The Star Online continues to meet the needs of professionals in frontline services, whilst meeting Triangle's business needs, aligning with our strategic direction and serving our mission
- The helpdesk team and wider staff across Triangle have access to support, information and guidance and queries are resolved effectively and efficiently
- The ongoing development roadmap for the Star Online is realistic and impactful, with the strong collaboration and an effective relationship continuing between Triangle and QES

### ***Tasks and responsibilities***

- Be the 'go to person' for the Star Online, working across multiple strands at the same time and organising and prioritising your own workload
- Work closely with the helpdesk team to liaise and communicate about the Star Online internally and with customers, for example by:
  - providing guidance on specific issues one-to-one over email or phone
  - updating on upcoming downtime, through mass emails via Mailchimp
  - running webinars on new features, through Zoom
- Support the helpdesk team to respond to queries through the ticket system, overseeing and managing complex queries including escalating to senior members of staff as appropriate
- Manage the help centre on the Star Online, creating new content or working with content created by others
- Take on the 'superuser' role within the Star Online system, with responsibility for key tasks such as publishing new Star versions on the system
- Manage the backlog and ongoing roadmap for the Star Online system, working with QES and in collaboration with customers and Triangle teams to prioritise maintenance and improvement in line with user and business needs
- Gather feedback and insight from customers, to build a robust understanding of their needs and to be the 'voice of the user' in decision making
- Work closely with QES to develop appropriate technical solutions to issues and opportunities, using your initiative with the creation of specifications, user stories, wireframes and prototypes
- Working closely with QES to ensure the quality of any releases and that the system continues to be robust, secure and in good working order, managing any urgent or emergency situations with professionalism and ensuring effective communication internally and externally

**Person requirements**

The person in this role will meet the following essential requirements:

- 2-3 years' digital product management and digital customer support experience
- Project management experience
- A passion and appreciation for frontline support across the health, care, family, youth and/or employment sectors
- An understanding or experience of working in an Agile environment and working with software developers or SaaS environments
- An understanding or experience of writing content for B2B and managing content on a website
- Great communication skills with the ability to translate business and user needs into technical requirements
- Excellent relationship-building and stakeholder-management skills with the ability to bridge the gap between technical and non-technical teams
- High levels of organisational and prioritisation skills with an incredible eye for detail
- Ability to self-manage day-to-day workload and work collaboratively within a team and across the organisation
- Commitment to safeguarding and respecting personal data and privacy

**Deadline for applications: Monday 11/11/2019, 12pm**

**Interviews: Tuesday 26/11/2019**

**Start: ASAP and no later than January 2020**

**Terms**

- 12-month temporary maternity cover contract
- Based in Triangle's office in Hove, UK, occasional travel to London, Bristol and Buxton
- Full time hours (part time can be considered)
- Salary between £28k to £36k depending on experience
- 5 Weeks holiday + UK bank holidays
- Benefits: Generous pension scheme, laptop and mobile phone, flexible working arrangements available, homeworking allowance

NO AGENCIES.