

ONLINE PLATFORMS PRODUCT OWNER

Duration:	Permanent
Salary:	circa £53,000 per annum
Job Level:	Level 3
Hours:	35 hours per week. Other flexible arrangements will be considered.
Disclosure Level:	Basic This role involves no direct or indirect work with children
Team:	Digital/Information
Reports to:	Head of Digital
Location:	Working from home and at 1 Westfield Avenue, London E20 1HZ OR

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

The Information & Technology department aims to connect, protect and empower our organisation, people and stakeholders to deliver value for children. The Digital Team shapes and delivers the digital strategy partnering with the business to deliver to our organisational goals.

ABOUT THE ROLE

The role oversees development of UNICEF UK's online platforms portfolio ensuring it aligns to the digital strategy and keeps pace with business requirements.

What we will expect you to achieve

- Establish a strong and effective relationship with business stakeholders to define product vision, strategy and roadmap for our digital products.
- Organise and maintain product backlogs in line with business stakeholder requirements, driving continuous improvement of our owned digital platforms.
- Establish effective partnerships with delivery partners (agencies) to manage the lifecycle of all relevant digital products across delivery, day to day activities and new feature releases; ensuring that platforms are technically robust and secure.

- Help business stakeholders to understand product performance and propose improvements.
- Ensure our online supporter experience fulfils our user requirements and meets their expectations.
- Use analytics, audience and brand insight/research to develop more effective, stand out interactions.
- Work closely with other colleagues in the Digital Team to ensure that the online platforms backlog is appropriately consulted and adequately reflected in their operational plans.
- Work closely with delivery partners to ensure products are available and functioning as anticipated at all times.
- Proactively share skills and knowledge with relevant colleagues and champion agile and supporter centric approaches.
- Be occasionally available out of hours and on weekends to support the annual Soccer Aid event and so that in the case of an emergency UNICEF UK can respond quickly.
- Demonstrate and model a commitment to our shared values, behaviours and inclusive practices (known as [Our Shared Commitment](#)) in all aspects of your work.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role. All criteria in this section are essential.

Effective behaviours

Supporter driven and mission aligned

- Is committed to children and their rights and motivated to work towards creating a better world for every child.

Analytical

- Analyses available information to make logical and sound judgements
- Questions assumptions and seeks further insight to inform decision making

Communication

- Communicates concisely with clarity and accuracy. Tailors communications to inspire audiences to engagement.
- Presents complex and difficult messages clearly and with impact; negotiates with and influence others. Gains commitment from other teams, agencies and stakeholders.

Inspiring great teamwork

- Encourages a supportive and positive working environment where questions/opinions can be expressed appropriately
- Promotes involvement based on skills and knowledge rather than job title

Creative and innovative

- Contributes ideas, approaches and insights that enable innovation.
- Scans the external environment for trends, insights, ideas and best practice, and builds a network of relevant individuals to gain alternative perspectives that improve performance.
- Empowers people to innovate and welcomes new ideas that are focused on the delivery of strategic priorities.
- Problem-solve and improve existing work processes.

Relevant experience

- Substantial experience of managing the online platforms roadmap for a high-profile organisation
- Substantial experience of taking digital products to market
- Experience of delivering digital projects in a fast-moving, multi-stakeholder environment
- Experience of agile, iterative and continuous product development processes and practices
- Experience of managing a live product backlog in line with changing priorities.
- Substantial experience of working with agencies.
- Experience of working with multi-disciplinary teams, cross organisational projects and external stakeholders to drive change and achieve results
- Experience of using audience data and insight to drive decision making

Specific knowledge and skills

- CMS, AWS and Payment Gateways.
- Understanding of data integration.
- Knowledge of any of: Shopify, Loqate, Formstack, Chargebee, Browserstack, Sentry, Concentric, Google Analytics and Optimizely.
- Knowledge of online user experience disciplines
- Knowledge of the principles of design thinking.
- Able to drive ideas and innovation around digital together with the ability to communicate digital concepts to a non-technical audience.
- Website/app development lifecycle and associated processes