Job Description

JOB TITLE: Product Owner

CONTRACT TYPE: ==Fixed term - 6 months==

HOURS: Full time - other working patterns and hours will be considered

LOCATION: London, currently hybrid working with two days per week in the office.

PAY BAND: ==£38,000 to £45,000== **pro-rata** + London Weighting of £4,000 **pro-rata**, as applicable
(Specialist or Managerial – Senior Manager)

RESPONSIBLE TO: Senior Digital Delivery Manager

RESPONSIBLE FOR: No direct reports

About The King's Trust International

The King's Trust International (KTI) has been supporting young people worldwide since 2015. We were founded by HM The King to tackle the global crisis of youth unemployment.

Our **vision** is that every young person should have the chance to succeed.

Our **mission** is to empower young people to learn, earn and thrive.

Our programmes and interventions are now present in 20 countries within the Commonwealth and beyond, across Africa, Asia, the Caribbean, Europe and the Middle East.

We are committed to amplifying the voices of young people on the global stage and putting their needs at the very heart of the design and delivery of our work. This complements global efforts to deliver the Sustainable Development Goals, particularly those relating to quality education and decent work.

We seek to work to the highest quality standards and to ensure the health and safety of all the young people we work with as well as the well-being of our colleagues and partners.

Ways of working

The King's Trust International works with local partners around the world to deliver education, employment and enterprise programmes that empower young people to learn, earn and thrive. We provide opportunities to develop the skills and confidence to succeed and deliver tangible employment outcomes, supporting young people to build their own futures.

We work with a mixture of governments, NGOs, and corporate partners and employers on our programmes and are increasingly thinking about how we can support the creation of green jobs to help deliver the low carbon transition.

See our website for details of our programmes and case studies celebrating some of the amazing achievements of a selection of young people.

Purpose of the Role

You'll play a key role in delivering positive outcomes for young people and supporters by managing digital products that are inclusive, engaging and effective. Your work will help young people build confidence, develop skills and access opportunities for self-employment or work.

You will lead the development of the roadmap for key digital products, with a focus on integrating AI tools - including generative AI - to enhance our learning platforms. Working across regional teams and our global network of delivery partners, you will bring together a unified roadmap to guide the development of these advanced tools for a global audience. You will also define the central data model and lead on the development of data processes, strategies and governance frameworks to ensure consistency and quality data across our products.

Working closely with the wider digital and design team, regional teams and other stakeholders, you'll ensure our products align with our overall proposition and support strategic goals. You'll take a consultative and collaborative approach, using your expertise to guide decision making within our governance framework.

Key Relationships

- KTI Regional Delivery Teams
- KTI Digital & Design Team
- External Technology partners
- KTUK IT Team
- KTI Impact Team
- KTI Safeguarding Team

Key Areas of Responsibility

- Manage the development of the digital products, including managing supplier relationships, defining the roadmap, scope, and acceptance criteria for each release, ensuring that it aligns against strategy, and delivers against requirements and KPIs.

- Engage with stakeholders across regions and functions to encourage engagement, buy-in, and up-take through show & tell sessions, project meetings, and regular updates or reports.

- Take a test-and-learn approach, utilising data and analytics from relevant products across the organisation to support evidence-based decision-making.

- Facilitate sprint planning, reviews, and retrospectives, and work closely with delivery leads to support agile practices.

- Lead on testing, supporting user acceptance testing and helping the project team define and run test cases for functional testing.

- Identify research and insight requirements to ensure that the ongoing roadmap meets user needs and delivers the expected results.

- Share knowledge, insight, and good practice to support good decision-making and positive steps towards successful outcomes.

- Manage the product backlog and lead the definition and prioritisation of user stories, inputting into sizing and planning activities.

- Active role in ceremonies and project governance meetings to advocate for, and communicate the roadmap, release plans, user stories and acceptance criteria.

- Review and feedback on project documentation (for example scope definitions, user stories, specifications) to ensure that it is fit for purpose and will deliver a successful release.

- Stay abreast of good practice and compliance standards. Including the ICO age-appropriate design principles, GDPR and WCAG 2.1 accessibility guidelines, and our internal architecture and security guidelines to ensure that your products are safe, inclusive, accessible, and compliant with relevant legislation or standards.

- Aware of emerging approaches to product management, identifying opportunities to leverage new techniques, tools, and technologies for creating effective, seamless experiences for our audiences.

- Collaborate with internal colleagues to ensure the effective ongoing management of the website content and reporting.

- Triage bugs and issues into the supplier and ensure that feedback from site visitors is looped back into informing your product roadmap.

- Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

Budget   No direct budget responsibility

Person Specification

Please read these notes carefully:

The King's Trust International is committed to representing, at all levels, the global communities and young people that we serve. We value transferable skills and know that women, gender non confirming folx, disabled and global majority/ Black, Indigenous and People of Colour (BIPOC) / racialised people are statistically less likely to apply for a role if they feel that they do not meet at least 90% of criteria on the job description/person specification. We are dedicated to building an inclusive, diverse, equitable, and accessible workplace that fosters a sense of belonging - so we only include essential criteria on our person specification that is genuinely required to do the job. We focus on your aptitude, transferable skills and behaviours to assess your potential with us.

Essential criteria describe the skills, knowledge or qualifications that are necessary to do the role. Some criteria will be assessed at the shortlisting **(s)** stage, and this will be based on the information you have provided in your CV and supporting statement. Skills or experience can be gained in a variety of ways, in your personal life as well as professionally. Do not just say, for example, 'I have good communication skills.' Tell us how you have gained experience or used a particular skill or knowledge. Other criteria may be assessed as part of an assessment **(a)** or at interview **(i).** Desirable criteria will only be used where a large number of people meet all the essential criteria, or at interview to differentiate extra skills. **As a minimum, address how you meet all essential criteria in your application.**

Criteria	Essential	Why is this needed?	How will this be assessed?
Skills and Knowledge	Product planning and road mapping - knowledge of how to manage, prioritise, sequence an effective product roadmap, and release schedule.	Analysing inputs (such as requirements, data, and user needs), finding solutions, and updating the roadmap will enable us to design better products and effectively plan delivery.	S
	Knowledge of best practices, including accessibility, content, information architecture, data,	A solid understanding of standards will ensure that your work is safe, secure, inclusive,	S

	safeguarding, and security.	accessible, and compliant.	
	Ability to define and interpret data (analytics as well as qualitative research).	To both take an evidence-based approach to defining solutions, but also to bring focus to the optimisation of journeys and conversion rates	I
	Knowledge of, or experience in, integrating AI tools and technologies into digital products, with an understanding of the challenges and considerations needed to do this successfully.	To be able to identify where AI can add value, ensure its responsible use and navigate the practical, ethical and operational challenges that come with integration.	S / I
	Ability to navigate complex stakeholder requirements, translating digital formats and language for non-digital stakeholders and audiences	The majority of our projects are managed horizontally in multidisciplinary teams and with input from users, partners, and funders. You will be expected to plug into new teams and quickly adapt your style to work effectively	S
Experience	Experience in hybrid project management combining waterfall governance and iterative, agile implementation, backlog management — definition of user stories, prioritisation	Experience with our ways of working will enable you to work across multiple functions.	I
	Experience in designing digital products for a global audience, with a methodical approach to gathering and consolidating requirements for diverse user groups. Able to design with young people in mind, taking into account local context, legal considerations and operational challenges.	To ensure that we design inclusive, user-centred solutions that respond to local context, legal frameworks and delivery realities, while meeting the needs of a global user base.	S/ I
	Experience in gathering data requirements and defining data models, with a strong understanding of data strategies and lifecycle management.	To ensure our digital products are underpinned by high-quality, well-structured data, we need someone who can define robust data models, gather meaningful data requirements and apply strategic thinking across the full data lifecycle.	S / I
	Successful track record of product management in a similar role or setting,	This will be critical to the successful development of the Trust website	S

	demonstrating your understanding of the key challenges and success factors of product of this nature		
	Experience working within a multidisciplinary team and actively participating in sharing skills, knowledge, and best practices.	This will build a 'one team' approach, inspiring and lifting our colleagues to raise overall standards as well as job satisfaction and a sense of community. Sharing good practice, constructive feedback, and support. NOT blame shifting or working in silos	I
	Experience in creating clear, concise, and unambiguous documentation including but not limited to the business case, requirements, scope, acceptance criteria epic and user stories.	Clear written communication is essential for effective teamwork and project management.	I

Criteria	Desirable	Why is this needed?
Skills and Knowledge	Excellent problem-solving skills within a multidisciplinary team.	Ensures that the right actions are taken to investigate, resolve and anticipate problems. It coordinates the team to investigate problems and implement solutions and preventative measures.
	Ability to make decisions based on rational thinking and good practice, when information or evidence is scant.	This will enable us to move forward effectively and avoid analysis paralysis
	Commercial awareness and understanding of the relationship between budget, time, and quality. Working with fundraising teams and pro-bono/gift-in-kind partners would be beneficial	Aligning funding and pro-bono support to our roadmap of delivery will be key to achieving our objectives
Experience	Experience in digital product management within a service delivery environment.	Our products exist within a complex service delivery ecosystem. Understanding the context and interfaces will improve the quality of our output and aid in working with other functions.
	Experience in successfully leading a digital product through the entire lifecycle from initial conception to stable BAU operations	Full lifecycle experience will ensure that you have the experience to deliver solutions that are robust, scalable, and feasible over the long term for our young people.
	Experience working with suppliers or contractors, able to input into procurement processes and communicate with externals to get them	This will enable our core team to scale up and down by bringing in specialist expertise, contractors or agency/suppliers as needed

	up to speed quickly	

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

Youth-centred	Nurturing partnerships	Impact	Diversity	Honesty	Integrity
We believe in placing youth at the centre of all activities and decisions	We value robust relationships based on mutual trust and respect	We focus our passion and attention on what we believe will create a positive impact	We understand, value and promote diversity of experience and thought to enable our staff, partners and young people to thrive and achieve their full potential	We value sincere, authentic and straightforward communications and behaviours	We believe in applying strong morals, high standards and ethical principles to our work

We are committed to equality, diversity and inclusion. We want to be an organisation that is representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability including neurodiversity, ethnicity, gender, socio-economic background and perspective. We want to ensure that everyone can be their authentic selves at work.

We are a Race at Work signatory and a Disability Confident employer. Our staff and volunteers are supported by PT CAN (our Cultural Awareness Network), PT GEN (our Gender Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQ+ Network). Talk to us about flexible working hours.

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust International is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a basic Disclosure. Having a criminal record will not automatically exclude applicants.

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public.

These are our core behaviours for all staff.

Effective communicators	Approachable	Solution-oriented	Inclusive	Emotionally intelligent & resilient
We demonstrate an open, honest, jargon-free and clear communication style to build rapport and nurture partnerships with internal and external stakeholders. We communicate core expectations, for example around safeguarding, clearly and effectively to ensure young peoples' safety is at the centre of our work and never compromised. We value the importance of transparency, honest feedback, setting clear expectations, understanding roles and responsibilities, and speaking up for what we believe is right.	We demonstrate characteristics of open-mindedness, respect and honesty to anyone wishing to approach us. We apply our behaviours to support this by being mindful of our own reactions and being receptive to ensure people want to engage with us, we actively listen and demonstrate our appreciation of their input.	We focus our energy on enabling solutions to the challenges we meet. We demonstrate leadership by owning our work, taking responsibility for our actions and pro-actively engaging with our stakeholders and partners to gain deep understanding of the environments we work in and the young people we work for. We support our partners, colleagues and youth in solving problems and delivering impactful programmes. We plan and adapt our interventions and processes and employ proactiveness to enable the most meaningful outcomes.	We value different backgrounds, experiences and opinions and believe that these will make us better equipped to make quality decisions, apply sensitivity to context and mutual exchanges, as well as recognise potential throughout our organisation and our partnerships. We actively invest in rapport building with all stakeholders and strive to support team work internally and externally. We respect others and our planet. We apply humility and empathy and strive for reciprocity and equality in all exchanges.	We nurture awareness and reflection, including being mindful of self-biases, cultural differences, as well as our own and other people's circumstances. We foster the capacity to be aware of, control, and express our emotions, and to handle interpersonal relationships judiciously and empathetically. We use emotional intelligence to build resilience. We risk making mistakes as a way of learning. We celebrate creativity, curiosity, eagerness to learn and open-mindedness.