

Role title	Product Manager, Digital Tools	GRADE	B2	
Role purpose	Owns and drives the development and delivery of operations digital tools to maximise operational performance and efficiency across key operational use cases and capabilities	JOB REF	—	
Directorate	Operations	REGION	UK	
Job family				
Scope	<ul style="list-style-type: none">• This role will work closely with the Head of Integrated Ops, the wider Operations Decision Support team, and other key stakeholders to define, implement, and manage the product strategy and backlog for the new Integrated Ops Digital Tools.• Lead a product team within the Integrated Ops domain, serving as a voice of the customer to align and motivate team members towards the agreed objectives and priorities.	Behaviours and attitude <ul style="list-style-type: none">• I’m a role model for all BA brand behaviours and ways of working – I walk the talk• I exude a can-do attitude (best of BA)• I’m flexible and agile, always ready to adapt when things don’t go to plan• I’m an ambassador for BA and my team• I support a healthy departmental culture and positive, inclusive & respectful working environment My core traits <ul style="list-style-type: none">• Proactive and a positive attitude• I am a true collaborator• Clear and articulate communicator• Can make tough decisions and think of innovative solutions• I am calm and resilient under pressure, and willing to persevere to come to the best outcomes• I instill trust and confidence in my colleagues• I am self-motivated, proactive, and action-oriented• I am flexible and dynamic, and able to adapt to changing priorities and approaches• I am analytical, and make decisions based on the best available data	Skills/capabilities <ul style="list-style-type: none">• Delivery and outcome focused• Ability to help translate strategy and objectives into tangible delivery and roadmaps• Confident communicator who can demonstrate their point with data, insight and customer impact• Strong data and analytical capability• Strong leadership, interpersonal, relationship building & people skills• Strong collaborative skills with the ability to objectively listen, consider alternatives and encourage challenge• Excellent verbal & written communication skills Qualifications/experience <ul style="list-style-type: none">• Education to degree level and/or equivalent experience• Proven experience of getting things done, prioritising & delivering projects• Practical experience using analytical tools and data, e.g., SQL, Excel, SAS• Expert knowledge of product development and delivery (desirable)• Knowledge of airline operations desirable	Key interfaces <ul style="list-style-type: none">• All operations teams across ODS, Global Ops, Heathrow, Worldwide Airports, Flight Ops and Ops Planning• IAG Tech and 3rd party suppliers and solution providers• IAG GBS (legal & procurement) Key performance indicators <ul style="list-style-type: none">• Product team efficiency metrics• Success criteria measurement (eg delivery according to agreed KPIs – operational performance)• Colleague (particularly those in product teams) satisfaction – reality check/eNPS