

**Job Title:** Associate Product Manager  
**Division:** Government Digital Service (GDS)  
**Department:** Cabinet Office  
**Location:** Aviation House, Holborn, London  
**Grade:** B2  
**Contract Type:** 2 Year: Fixed Term (for external) / Loan (current civil servants)

## GDS

We are leading the digital transformation of government, making public services digital by default, and simpler, clearer and faster to use.

We work in small, agile [teams](#) of developers, designers, content people and others. We build a minimum viable product, then [iterate](#) – always asking how we can make things better for [users](#), who are at the centre of everything we do.

We designed, built and run [GOV.UK](#), the best place to find government information and services. It started with a simple alpha but has now received 1 billion visits in the 2 years since going live and transformed millions of people's interactions with government.

But we're not just about websites. We're working with the rest of government to [make public services simpler](#), clearer, faster. We're finding ways to help those without digital skills to share the benefits of digital government. And we're building platforms like GOV.UK Verify – a way to confirm users are who they say they are. This is just some of [what we do](#). You can keep up to date at our [GDS blog](#).

Help us make government better.

## The role

As an Associate Product Manager you will be supporting a Product Manager in leading a multidisciplinary product team building products and services to meet users needs.

<Specific role description>

## Specialist skills and requirements

Essential

- Essential

Desirable

- Desirable

## Main responsibilities

As an Associate Product Manager you will:

- Work with a Product Manager and team on the delivery, ongoing success and continuous improvement of one or more products or services.
- Write clear, concise user stories with acceptance criteria and definitions of success.
- Maintain knowledge of the changing digital and technology landscape and the opportunities they provide to improve the delivery of public services in the UK.
- Have strong verbal, written and visual communication skills, that you are able to tailor to the needs of the audience.
- Be able to evaluate and solve problems creatively and think laterally.
- Gather evidence and data, present them succinctly and use them to inform decisions appropriately.
- Have experience or knowledge of the process of designing and digitising services in a user-centric and evidence-led way.
- Have a desire and ability to learn quickly and collaborate with others.
- Be able to empathise with the needs of users, colleagues and stakeholders, and to balance and prioritise competing needs effectively when required.
- Have an appreciation of good design and intuitive user interfaces.
- Have good organisational and analytical skills.
- Be able to facilitate collaborative workshops with users, colleagues and stakeholders.
- Deputise for the team's Product Manager.

With support from the Product Manager you will:

- Undertake day to day leadership of small multi-disciplinary teams through product [Discovery and Alpha phases](#).
- Be comfortable developing smaller products and/or epics or features throughout product development phases.
- Be actively involved with the wider organisation, and work with the Product Manager as an interface between the team and stakeholders in the business.

## Civil Service Competencies

In the Civil Service we use our [Competency Framework](#) to outline expected behaviours and we will use these as part of our wider assessment during the interview process.

For this role, the following competencies are the most relevant:

### SETTING DIRECTION

#### Seeing the Big Picture

- Seek to understand how the services, activities and strategies in the area work together to create value for the customer/end user.

- Be alert to emerging issues and trends which might impact or benefit own and team's work.

### **Changing and Improving**

- Prepare for and respond appropriately to the range of possible effects that change may have on own role/team.
- Be willing to meet the challenges of difficult or complex changes, encouraging and supporting others to do the same.

### **Making Effective Decisions**

- Identify a broad range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources.
- Recognise scope of own authority for decision making and empower team members to make decisions .

## **ENGAGING PEOPLE**

### **Leading and Communicating**

- Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.
- Role model enthusiasm and energy about their work and encourage others to do the same

### **Collaborating and Partnering**

- Act as a team player, investing time to generate a common focus and genuine team spirit
- Encourage collaborative team working within own team and across the Department.

### **Building Capability for All**

- Continually seek and act on feedback to evaluate and improve their own and team's performance.
- Proactively manage own career and identify own learning needs with line manager, plan and carry out workplace learning opportunities.

## **DELIVERING RESULTS**

### **Managing a Quality Service**

- Work with team to set priorities, goals, objectives and timescales.
- Establish mechanisms to seek out and respond to feedback from customers about service provided.

### **Delivering at Pace**

- Successfully manage, support and stretch self and team to deliver agreed goals and objectives.

- Show a positive approach in keeping their own and the team's efforts focused on the goals that really matter.