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| Role Title  | Associate Product Manager – Cloud |
| Function & Dept. | SCC Digital - Hyperscale |
| Career Growth Level | Collaborating & providing Technical Knowledge (E)  |
| CGP Descriptor  | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or Operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity |
| Team  | Product Management – SCC Digital |
| Reports to | Head of Product Management – Cloud & Cyber |
| Role Purpose  | This role is responsible for driving business growth and profitability through strategic product initiatives with key stakeholders. Collaborating with technical leaders and product architects, you will develop customer-focused services and align our portfolio with market trends. You will be responsible for supporting and developing the roadmap for Cloud services, including creating product artefacts such as pricing models and service designs. You'll collaborate closely with our team of product managers on shared services, support go-to-market strategies, assist pre-sales and sales teams, and encourage cross-functional collaboration. |
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| Key Responsibilities  |
| 1. **Strategic Planning:** Support and execute strategic product initiatives to drive growth and profitability in our Cloud portfolio.2. **Product Roadmap Ownership:** Define and support the roadmap for Cloud services, ensuring alignment with business goals and market demands.3. **Pricing and Service Design:** Oversee pricing strategies and service design to ensure competitive and compelling offerings.4. **Stakeholder Collaboration:** Work closely with key stakeholders, including technical leaders, architects, customer experience and delivery to develop integrated solutions.5. **Communication:** Maintain clear and effective communication channels with all stakeholders to ensure transparency and alignment on product goals and progress.6. **Go-to-Market Strategies:** Support effective go-to-market strategies in collaboration with product marketing and content management teams.7. **Cross-Functional Collaboration:** Develop strong working relationships across various departments, ensuring cohesive and unified product development and implementation.8. **Data-Driven Decision Making:** Utilise data analytics and market research to guide product development, measure performance, and inform strategic decisions.9. **Pre-sales and Sales Support:** Provide critical support to pre-sales and sales teams, including training, resources, and direct client interaction.10. **Performance Monitoring:** Monitor product performance, gather customer feedback, and implement continuous improvements to meet evolving customer needs and market conditions. |
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| Person Specification  |
| 1.Understanding of hybrid cloud, IT managed services and associated technologies. 2. Ability to shape IT services, collaborate effectively with key stakeholders, and translate technical requirements into actionable product plans.3. Understanding in defining pricing models and designing services that are both competitive and innovative.4. Ability to drive product innovation and continuous improvement by staying current with emerging technologies and industry best practices.5. Excellent verbal and written communication skills, with the ability to clearly articulate product vision, strategy, and progress to diverse audiences.6. Flexible and resilient, able to thrive in a dynamic, fast-paced environment and adjust to changing priorities and market conditions. |

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| Key Competencies |  | Level  |
| 1. | Strategic Thinking | 2 |
| 2 | Communication Skills | 2 |
| 3. | Planning and Organising | 2 |
| 4. | Continuous Improvement | 2 |
| 5. | Stakeholder Relationship Management | 2 |
| 6. | Revenue Growth | 2 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 2 |
| 2. | Passion  | 2 |
| 3. | Customer First  | 2 |
| 4. | Agility  | 2 |
| 5. | Family  | 2 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024  | Formatting of cells  | HR  | March 2024  |