

# Product Manager

## Location: London

We believe the future of Resilience is powered by technology combined with human insight. Empowering us to safeguard people & enable operations to the organisations we work with to focus on their core business with confidence. Delivering solutions & services to realise this belief is, why we exist.

Restrata is a global provider of tech enabled emergency response and professional services to the oil and gas and energy industry. After recently investing in its own SaaS platform Restrata now provides a holistic solution comprising software platforms providing real time global visibility of 100% of a client's workforce, 24/7 managed services assisting clients managing their employee risk exposure and crisis management needs and professional services helping clients define and manage their crisis and emergency response requirements.

### **Role Overview:**

A role with the excitement of a start-up and the stability of work with an established business. The Product Manager would report directly to the CTO of the business and is a tech savvy professional with strong business analysis experience responsible for driving the evolution of the SaaS/Restrata Platform to help enable customer service and ultimately develop a great customer experience.

The Product Manager plays a critical role understanding the Restrata customers' journey and driving the creation of the online platform that supports that journey in an elegant consistent, and engaging way. A master at balancing the long-term strategic vision with the quick decision making needed by a team working at a world changing speed and knows nothing substitutes talking to actual users to get great insights about where to take the product in the future.

### **Responsibilities:**

- Business analysis;
- Creation and continuous maintenance of a product strategy in line with company business strategy and client product requests
- Responsible for client relationship and communication;
- Work closely with Partners to understand needs and future opportunities for product usage;
- Develop the vision, strategy and roadmap;
- Aggregate input from users, market, and internal stakeholders into consistent strategy drivers;
- Actively engage with the target market to identify problems and elaborate into user stories;
- Scope definition and management (Change Requests);
- Deliver against and support the vision, strategy and roadmap for your platforms;
- Manage dependencies with other teams, negotiating and reprioritizing as appropriate;

- Maintain alignment between the business and the team;
- Present and demonstrate the solutions developed and collect feedback;
- Build, groom, prioritize, and communicate the product backlog;
- Ensuring compliance with success criteria's;
- Program/Project management (budget, calendar, resources);
- Risk management;
- Provide clear, on time decisions to anything your team needs to move forward;
- Facilitate team access to expert resources needed on key areas like UX, Architecture, and Technology;
- Educate and contextualize the delivery team in the business domain to ensure alignment;
- Act as the “go to” person for any product related decision (even if you can't make the decision yourself);
- Evaluate, test and select new tools, and improve adoption and performance of existing collaboration tools;
- Prepare and execute flawless launch programs including team coordination and communication.

#### **Technical Skills:**

- Demand management or product management experience mandatory;
- OutSystems project experience and certifications are a plus;
- Project management certifications are a plus;
- Experience in project management and delivery are a plus;
- Experience in Agile methodologies is a plus;
- 3+ years of experience in leading technology projects;
- Experience in digital systems (website, web app, mobile app) delivery and process design;
- Experience in using Agile approaches;
- Fluency in English, written and spoken (mandatory);

#### **Key Requirements:**

- Business Analysis experience is mandatory;
- Client orientation;
- Interpersonal skill;
- Logical reasoning and analytical skills;
- Problem-solving skills;
- Availability to travel;
- Proactivity, sense of responsibility and team spirit;
- Very strong communication skills in any medium - written, presentation, spoken, sketching, one-on-one;
- Technology savvy - able to understand technical businesses and communicate effectively with technical teams;
- Experience in technology companies, digital agencies, or design driven companies is mandatory;

- Strategic mindset with a bias for concrete action & flawless execution;
- High level of creativity and lateral thinking to address complex problems;
- Competitive mindset and willingness to be the best in market;
- Personal energy and ability to inspire teams and individuals;
- Transparency and ability to establish long lasting trusting and supportive relationships with your team and all other stakeholders;
- A passion for customer experience tools and a strong knowledge of the market, with previous experience in the area preferred.

**To apply for this job:** Send us your CV to [hr@restrata.com](mailto:hr@restrata.com)