



Lead Product Manager

Job Description

Overall Purpose of the Job

As Lead Product Manager you will be responsible for owning key initiatives on our SaaS product roadmaps. Reporting to the Head of Product and working closely with our Head of Change, Enterprise Architect and Head of Experience Design, you will be part of a team which analyses new epics, establishes business value, writes Lean Business Cases and presents epics for approval to our key decision makers.

Working with our other Product Managers and the UX team, you will sign off delivered features and ensure business objectives are met while maintaining overall integrity of our products. You will also work with the Head of Product to define and maintain our Product Roadmaps. It will be essential to understand the way our customers' businesses operate and how our applications and solutions facilitate their continued success.

Each of our development teams has a dedicated Product Owner, and our teams work within four value streams to deliver the planned features for our B2B and B2C web applications, which provide back office and investment platforms to Financial Advisers and operational staff.

Working with wider business stakeholders at manager and executive level, you will ensure the timely and quality-driven delivery of software solutions for our innovative and industry-leading products.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 1600 advisers with £18 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.09.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different. We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

Product strategy & stakeholder engagement

- **Roadmaps:** development, maintenance and communication of roadmaps and product strategy, aligned to business objectives and the overall service proposition.
- **Customers:** engagement with customers – individually and at forums – to understand priorities and needs and communicate our plans to address them; establish strong relationships for regular feedback loops; understand their business strategy and objectives, and the key existing and desired business processes.
- **Internal stakeholders:** promote awareness of product strategy among internal senior stakeholders; understand overall group and proposition strategy and objectives; seek ideas and opinion on requirements and business needs.
- **Change governance:** prepare for and provide updates at value stream & portfolio syncs.
- **Market research:** Understand and document our competitors.

Epic ownership & analysis

- **Assessment and monitoring:** fielding requests for new epics and large features; maintaining an epic portfolio backlog; carrying out lean assessments; understanding and documenting requirements and epic hypotheses; capturing and reporting on epics in a consistent and accessible way; monitoring success criteria of epics post-release.
- **Business value, concepts & prioritisation:** compiling and presenting lean business cases;

working with the UX and architecture teams to develop design concepts; defining non-functional requirements; establishing scope and priority of MVP, MMP and longer-term features.

- **Value stream KPIs:** establishing KPIs for each value stream; monitoring and report on value stream KPIs.

Preparation and Planning for PI Planning

- **Feature preparation:** Write feature documentation of owned epics, in preparation for future programme increments; use design thinking skills to ensure customer centric outcomes; apply feature and story splitting techniques.
- **Program backlog:** Develop the program backlog and refine the program backlog during stakeholder reviews; work with business stakeholders to determine feature priorities; actively learn other domains and applications within the group; be a knowledge sharer.
- **PI Planning:** Support and oversee user story writing of owned epics during PI planning, providing clarification to assist estimation and sequencing of stories; prepare and prioritise the Programme Backlog for PI Planning; be the primary escalation point for Product Owners with regards to business priorities for owned epics.

Programme Priorities & Ownership

- **Portfolio sync:** Responsibility for product updates.
- **Value Stream sync:** Responsibility for product updates.
- **Demos:** Responsibility for system demos.
- **Product Sync:** Responsibility for product sync.
- **Priority calls:** Point of escalation for product owners (requirements) and development teams (delivery/timing issues).

The Knowledge, Experience and Qualifications You Need

- Solid experience as a Senior Product Owner / Product Manager.
- Professional qualifications (e.g., ISEB, Agile Practitioner, SAFe POPM).
- Deep understanding of financial services and particularly the financial advice sector.
- Excellent written and communication skills.
- Sharp analytical and problem-solving skills.
- Strong customer facing skills, includes presentation and persuasion skills.
- Design thinking skills, service design skills.

What You'll Be Like

- Highly motivated with a genuine interest in technology.
- Passion to deliver cutting edge and high-quality products.
- Ability to work autonomously as well as part of a team
- Ability to use initiative
- Self-driven workload

We're Looking for The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-

economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability