



ROLE PROFILE	
JOB TITLE: Product Manager	REPORTS TO: CEO
DEPARTMENT: Software	COMPANY: Snap-It Ltd
<p>Snap-It app is changing the trades industry and the way tradesmen operate like never before. Snap-It is an on-demand plumbing supplies service, delivering parts to tradespeople and gas engineers on site within 30 minutes. Launched as MVP early 2020, Snap-It has now delivered over 19K+ orders and is trading at ~£500k monthly revenue. Founded and led by a former plumber, we have a deep understanding of the market, our suppliers, and most importantly our customers.</p> <p>The problem: Tradespeople lose £47k per year, whilst driving, searching and shopping for spare parts.</p> <p>The solution: Snap-It will save tradespeople time shopping for spare parts, which will increase their billable hours, customer retention and their first call out completion rate.</p>	
KEY ACCOUNTABILITIES	KEY ACTIVITIES
Product roadmap	<ul style="list-style-type: none">- Creates and owns the product roadmap- Works with the CEO, Tech Lead and other internal stakeholders as well as end users and partners to initiate and refine product ideas- Uses data insights and analytics to envision new ideas and improvements to existing products
Backlog management	<ul style="list-style-type: none">- Turns high level projects into executable features and stories- Prioritises and maintains the backlog on an ongoing basis- Defines and writes business acceptance criteria for the individual stories- Works together with designers to ensure the stories meet criteria for development
Product development and analytics	<ul style="list-style-type: none">- Solves product related problems- Establishes KPIs and trackable data points across Snap-It products- Works together with the technical team to explore possibilities of gathering relevant information from the usage of the platform- Tracks implemented features against the defined metrics and adjusts the plans as necessary
User-centered approach	<ul style="list-style-type: none">- Act as the voice of the end user in the product development process- Engages with end customers and partners to find the pain points and best direction forward- Works together with designers to validate and test the usability of wireframes

End-to-end delivery	<ul style="list-style-type: none"> - Ensures all parties are aligned for successful implementation of new features - Together with stakeholders verifies any new functionality is correctly implemented against the acceptance criteria
KEY PERFORMANCE CRITERIA	
<p>Product Manager Qualifications:</p> <ul style="list-style-type: none"> - Balance of technical knowledge and business expertise - Proactive, doer with excellent project management skills and capacity to handle multiple tasks and work streams effectively - Outstanding communication skills and ability to engage and inspire stakeholders - High degree of leadership skills to enable collaboration and alignment of different departments, stakeholders and partners - Possesses great analytical and problem-solving skills 	
<p>Education and Experience:</p> <ul style="list-style-type: none"> - Bachelor's degree and 4+ years of product experience - Proven track record of delivering data driven solutions with a customer-first mindset - Able to work with professional tools such as Miro, Jira, Confluence and ProductBoard or similar - English at a professional level - Desired: Relevant industry experience (delivery, plumbing, e-commerce) - Desired: Some level of practical UX / UI capacity 	
Location and Hours of Work	<p>Snap-It Ltd is an essential business and the office is open even during government restrictions. Situation allowing, the role is primarily not remote, though a level of flexibility exists.</p>
<p>Please note that this job description does not form part of your employment contract. The duties or job description are subject to change.</p>	

Company benefits :

- 25 days holiday
- Private health insurance
- Be part of our pension scheme
- £500 learning and development budget
- Receive great offers from top retailers through our exciting HR platform
- Secure £1000 when referring a full time employee to Snap-It
- Team socials