

Job Description

Product Manager

Overview

- **Job Type:** Full time, permanent
- **Location:** Kiwi Power, London office (with international travel)
- **Business Area:** Product
- **Team:** Product Management
- **Management Team Leader:** Head of Product
- **Line Leader:** Head of Product (or designee)

Role and Requirements

As part of the Product department, the Product Manager is a key contributor to the success of Kiwi Power's products in the marketplace.

The Product Manager uses their domain knowledge, commercial awareness, product management experience, affinity with software and technology, and influencing and communication skills to evolve and deliver on a Product Roadmap that when implemented delivers the maximum value to Kiwi Power and its shareholders by helping clients and customers unlock more value from portfolios of DER assets.

Kiwi Power's Product Managers live and breathe our vision to "Simplify Distributed Energy", always looking for opportunities to help customers make the process of unlocking DER asset value more clear, straightforward and effective.

Taking input from business priorities, market trends and competitive opportunities and threats, and engaging with internal and external stakeholders, Product Managers will own and evolve a Product Roadmap that delivers on the direction of travel set out by the Product Strategy, seek buy-in for the Product Roadmap from all relevant stakeholders, and execute on it by working together with the Technology Team to successfully deliver its development items.

Besides Product Management experience, the role holder must: have a real affinity with and knowledge of the energy sector (in particular Distributed Energy, Demand Response, EnTech / CleanTech / Sustainability); have a high level of personal energy and enthusiasm; be robust, resilient and able to deliver clarity from ambiguity; enjoy communicating with a variety of stakeholders internally and externally; understand how successful software products get built and developed (and appreciate the constraints of development organisations); and be able to effortlessly switch between the big picture / vision and the detail that will make this vision a reality.

Responsibilities

- Support the Head of Product in evolving the Product Strategy in line with market trends and business strategy
- Gather, understand and articulate customer, market and business requirements - based on these, define a set of candidate roadmap items that together innovate the existing product to deliver on the Product Strategy
- Maintain the Product Roadmap, assessing, scoping, and prioritizing the candidate roadmap items - distinguish between near-term committed items that need to be specified and transferred to development, and further-out candidate items that together need to demonstrate Kiwi Power's innovation aspirations and its intent to continuously deliver additional value for the Company, its shareholders and its customers
- Create clear and comprehensive specifications for roadmap features that allow the Technology Team to design, build and test these features in order to meet the product/market/user requirements identified
- Ensure the Product Roadmap is delivered on by remaining engaged with the Technology Team throughout development of product features providing design input, guidance, testing and product demonstrations, and ensuring that the feature that is ultimately built meets the objectives set out in the specification
- As the ultimate owner of the product, be accountable for formal approval of any product development items delivered and recording sign-off
- Communicate frequently and effectively with internal and external stakeholders, seeking their alignment around the roadmap, updating them on progress wrt. delivery of roadmap items, setting expectations and taking input and feedback that can inform future roadmap changes
- Develop and continuously improve Product Management processes and artefacts to promote efficiency and effectiveness
- Define and iteratively evolve product success metrics that are leading indicators of delivering a successful product and seek out user feedback and use it to create a continuous improvement culture
- Become an expert on all matters regarding the product and how it serves our customers
- Be the voice of the customer inside the business
- Work alongside Sales, Presales, Marketing and Customer Experience to ensure that the product gets taken to market in the way it is designed to so it delivers maximum customer value
- Support sales efforts where required by attending customer meetings and presenting product details or demonstrating the product (not in lieu of a Presales involvement, but to lend extra weight to strategic opportunities)
- Represent the product and Kiwi Power at events, exhibitions, and selected external meetings where relevant
- Support other members of the Product department and wider team where needed
- Other tasks as assigned by the Line Manager from time to time



Skills and Aptitude

- Educated to (advanced) degree level (preferably in an analytical subject)
- Good working knowledge of the energy industry and demonstrated affinity with the energy sector; prior experience with in particular Distributed Energy, Demand Response, EnTech / CleanTech / Sustainability preferred
- At least 2 years prior work experience (ideally 3-5 years) which has likely included either Product Analyst/Product Management or Consulting roles, and has included regular customer contact
- High level of personal energy, enthusiasm and drive to make an impact
- Excellent written and verbal communicating skills with both internal and external presentation experience, and proven listening skills, being equally comfortable talking to both C-Level audiences and developers
- Ability to create clarity from complexity/ambiguity and share this clarity with stakeholders
- Software and technology experience (or a strong proven affinity with this area), including a demonstrated understanding of the agile software development process, and previous experience working closely with development teams
- Business analysis experience, including identifying and scoping business and user requirements, and writing specifications to be used by technical/development audiences
- Ability to switch between the big picture / vision and the detail that will make this vision a reality
- Strong relationship building, influencing and negotiation skills
- Proven ability to execute, and can demonstrate past examples of living by the 'ownership, accountability and a sense of urgency' mindset
- Mature, entrepreneurial, self-motivated personality
- Comfortable working both individually and as a team player, with the ability to lead and motivate others to success without being their line manager (influence without authority)