

Job Title: Product Manager, SaaS
Location: HQ, Wallingford, Oxfordshire
Business Area: Product
Reports to: Head of Product



About GTI:

We aim to help students realise their potential in the world of work through technology, content and tools. That's not an easy thing.

We believe in understanding students and partnering with employers, universities, schools and other technology providers.

It's about students finding the right role and employers finding the most suitable candidates. But its more than that – it's about helping young people discover options, develop and build confidence.

When we formed GTI over 30 years ago, our mission was simple: to help organisations recruit top early talent, while providing students with the best resources possible to make successful decisions about their future. Today, we are the UK and Ireland's leading provider of graduate and school leaver recruitment services. From intelligent career discovery and development tools through to virtual fairs, we deliver data led outcomes for employers seeking to attract and recruit the most talented and engaged students.

Working alongside over 3,000 corporate and academic clients and with operations across Europe, Asia-Pacific, North America and beyond, we are proud to offer the very best products, resources and services at every stage from education to employment.

The Role Aim:

Own and deliver a continuous roadmap of product optimisations, developing a deep understanding of user experience, engagement levers, growth and drop-off points. Focused on our University SaaS products; this is a highly autonomous role for a data and client-focused Product Manager to make a big difference! You'll be working closely with expert end-users, internal support teams and software development squads to surprise, delight and solve complex challenges across acquisition, engagement, retention and expansion channels.

The Role Outcomes:

- Grow new user registrations and engagement with GTI's University SaaS products
- Deliver new features from scoping and definition through to market launch and support
- Manage the product roadmap and act as product owner within scrum teams
- Improve customer experience and loyalty every day
- Maintain and grow relationships with key stakeholders throughout the company
- Empower teams to be data first with clear reporting against OKRs, KPIs and performance metrics

Main Duties and Responsibilities:

In this multi-faceted role you will:

- Work closely with the wider Product team, Engineers and Account Management teams to grow the GTI community and engagement levels through transparent product development, feedback and change
- Analyse customer requirements, user behaviour and data to define fit-for-purpose solutions
- Generate and execute ideas in an Agile format to deliver incremental wins and personalised experiences
- Support the execution of software development to meet GTI's standards of excellence
- Test, measure, and optimise product flows to reach our KPIs
- Balance traffic and behavioural analytics insight with direct customer feedback to feed into the product development process and smooth the customer experience

Person Specification:

This role combines data analysis with a creative and disruptive mindset. To excel in this position, you will need to be a dynamic and technically skilled Product Manager with excellent communication and interpersonal skills. You will need to bring high energy and thrive in an environment of rapid change and ambiguity. We're hands-on, humble and curious. We challenge ourselves continuously, soundboard off each other and care passionately about creating career opportunities for our users through collaboration.

- A phenomenal communicator, visually, verbally and in writing. Able to form relationships with a diverse set of colleagues, motivate and bring people with them
- An "end-to-end" product growth manager, able to bring tried-and-tested methods to bear on product challenges and facilitate the development of high-quality features
- Naturally curious with an instinctive understanding for users, extracting meaningful insights and analysing data to inform CRO decisions
- Passionate and excited by the bigger picture to disrupt and challenge
- Balance speed and quality, with a relentless focus on execution and tangible results
- A leader who can take ownership and is driven by real customer & traffic growth

Work Experience, Knowledge & Skills:

- Strong experience in a problem-solving product or growth role
- Experience of working closely with BI & Behavioural analytics tools within a CRO environment
- Proven skills in creating, running and analysing experimentation cycles
- Knowledge of Scrum and Agile development, working closely with engineering teams including backlog prioritisation and user story creation
- High level understanding of a typical tech stack: frontend, backend, APIs

Desired

- SEO optimisation experience highly desirable
- Familiarity with a form of development: web dev, app dev.
- Experience with design tools: Figma, photoshop...

Other Information

- Permanent role – 37.5 hours per week between Monday to Friday 9.00 – 5.30pm
- 3-month probationary period
- Benefits package: 5% Contributory Pension, initial 25 day's holiday, enhanced maternity/paternity policies, life assurance scheme

Please send your CV and covering letter to recruitment@groupgti.com