JOB DESCRIPTION

Job Title: Product Lead

Division: Commercial, Digital & Exhibitions

Department/Section: Digital

Salary: £45,000 - £55,000

Reporting to: Head of Digital Media & Publishing

About the team

This is an exciting time to be joining the V&A Digital Media and Publishing team, as the V&A takes root in the Queen Elizabeth Olympic Park, with the opening of a new museum at Stratford Waterfront and a collections research centre at Here East (in 2023), and with the redesign of the V&A Museum of Childhood in Bethnal Green (2022).

The Digital team plays an important role in the V&A's multi-site future and will lead the design and development of a suite of new visitor-facing digital products and services, and a significant expansion to the V&A digital estate. Our award-winning website was revamped in 2016, and we have a rolling programme of improvements, including our collections online and a new website for the Museum of Childhood. We're now looking to significantly expand the team.

The Digital Media team's mission is to bring the V&A to life online and in our buildings. Our aim is to deliver a world-class digital experience that reflects the depth and breadth of the V&A's collections and engages people with art and design. Our ambition is to turn more of the 15.7m visits to vam.ac.uk into visits to our museums, and to tell the incredible stories behind our collection of two million objects covering 5,000 years of human history.

Why this role matters

The Product Lead shapes the V&A's strategy for digital product development across a portfolio of websites and applications. One of four leads in the Digital Media and Publishing team, the Product Lead works closely with the design, software engineering and content teams to create and manage beautifully functional digital products that balance business needs with the expectations of our visitors.

What the Product Lead does

Strategic direction – has overall responsibility for the development of public-facing digital products and services, and ensures product requirements are distilled into a roadmap

Delivery management – oversees sprint planning, prioritising, and ensuring the design and software teams are aligned around sprint goals

Decision making – uses internal and external data insights to influence decision making and champions measurable deliverables

Problem definition – works with our User Researcher to translate user needs into features that visitors and customers like, while keeping the product UI clean and the codebase maintainable

Measurement – develops product visions and identifies success metrics and how they will be measured

Stakeholder management – works with senior stakeholders across the organisation including E-commerce, Visitor Experience, Marketing, Learning, CRM and IT teams

Agile – Champions an Agile and Lean approach to software development and project management across the organisation, sharing their skills and experience to support other teams in using Agile tools and techniques

Line management of our Product Manager and User Researcher

Communication and thought leadership – helps spread our work and thinking by blogging and speaking at conferences

Trends – keeps on top of the trends and understands how they might be applied to improve the V&A digital experience

Additional responsibilities
It is the responsibility of all employees to be committed to health and safety and ensure familiarity with all the museum's health and safety policies and procedures. You should always be security conscious, ensure familiarity and co-operation with all museum security procedures and you must always wear a security pass when on museum premises.

You should promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, with respect and dignity.

You should carry out any ad hoc duties as requested by appropriate managers within your department.

What you'll bring to the role

- Previous experience in managing product managers

- Significant experience in product management

- Solid experience of delivering complex, content-rich digital products on time and on budget

- In-depth experience of Scrum, Agile metrics, rapid product development delivery methods and of the entire product lifecycle

- Understanding and practical experience of:

  – user research

  – A/B testing

  – data analysis and statistics

  – and other research and data tools and approaches

You'll also have…

- excellent written and verbal communication skills to inform and influence.

- fantastic problem-solving skills and attention to detail.

- strong technical understanding of how software is built, packaged, and deployed.

- a genuine passion for design and usability.

- highly developed influencing and negotiation skills.

You might even have…

- experience of working in the cultural heritage sector or creative industries.

OTHER INFORMATION

Hours: Net working hours (i.e. excluding meal breaks) are 36 per week

Annual leave: 28 days plus 8 days public holidays

Pension benefits: You will be automatically enrolled into the Museum's Group Personal Pension Scheme. At the end of your probation period, you will be moved to an enhanced pension provision, which includes an employer contribution of 10%.

Other benefits

- Free entrance to all the major museums and exhibitions in London and many others, national and international

- Subsidised staff restaurant

- Discounts on purchases in the V&A's shops

- Non-contributory life assurance policy (up to four times your annual salary)

- After three months you will qualify for an interest free season ticket or bicycle loan

- Childcare Voucher Scheme

Application process

Please apply online via the V&A's website at www.vam.ac.uk/jobs

We are committed to promoting equality, diversity and inclusion through all our employment policies and practices. For this role, we particularly welcome applicants from those who are significantly underrepresented at the V&A such as men and individuals from black and minority ethnic communities, who meet the requirements of the person specification.

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

The closing date for this role is midday Monday 15 July 2019.