

# Head of Products

## The Role

Responsible for developing and managing the lifecycle of CLA's products and oversee the day-to-day development and management of CLA's product portfolio to drive adoptions. Support Product Managers in the development of the product vision, the roadmaps and management of budgets and targets. This role requires an individual with a proven track record in product development designing and delivering world class solutions that have delighted customers as well as building a high-performance team of product managers.

## Key functions of the role

- Deliver all products on time, to budget and quality
- Oversee the development and management of the product portfolio including enhancements, efficiency improvements and creation of market differentiation based on CLA's strategic objectives and vision
- Work with the Chief Product & Data Officer to set budgets and targets for both new and existing products
- Work closely with the product, support and marketing teams to ensure all targets and metrics are met
- Work with Product Managers to identify opportunities that lead to the growth of products through innovation while still maintaining the fundamental business goals/priorities.
- Work in a matrix-based organisation, partnering up with IT and other teams to prioritise product delivery and ensure that the Product team receives the right level of support from its colleagues.
- Support the Chief Product & Data Officer in the development of new product ideas and value propositions
- Work with the Chief Product & Data Officer to formulate business cases for new products
- Constant monitoring of competitor products and how they compare against CLA's products
- Coach and mentor Product Managers in order that they can be empowered to make informed decisions that are aligned to the business objectives and customer value
- Identify and resolve strategic issues related to the product portfolio in order that the financial, strategic and technical goals of each product can be successfully achieved

## Skills and Experience

- Strong new product development and management skills and experience
- Experience of managing a team
- Experience of working in a matrix based organisation with the ability to manage complex stakeholder relationships
- Excellent cross-functional communication and presentation skills
- Strong people and process management, both indirect and direct
- Experience of working with project teams on a range of development methodologies
- Analytical and problem-solving skills, with an ability to challenge and improve processes
- Numeracy, with experience of budgeting, costing, and monitoring resources
- Able to travel around the UK on an adhoc basis as required.

If you are interested in this role please send your CV and a covering letter to [nicola.stalley@cla.co.uk](mailto:nicola.stalley@cla.co.uk) demonstrating how you meet the criteria mentioned above. Interviews will be held in our London office.