

## POSITION DESCRIPTION

# Senior Product Manager

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



## POSITION DESCRIPTION

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|------------------|------------------------|-------------------------|----------------------|
| <b>Title</b>     | Senior Product Manager | <b>Location</b>         | Remote               |
| <b>Report to</b> | Head of Product        | <b>Direct report(s)</b> | Product Managers/BAs |

### The purpose of this role

The Senior Product Manager will own product development from discovery through to execution, working within an Agile environment to deliver on business outcomes and unlock customer value.

This is a key strategic role within the Government product team that oversees product development for a high priority Enterprise segment, working collaboratively within a dedicated cross-functional team to produce amazing products that deliver value to our target Enterprise SaaS customers.

### The key accountabilities of the role

- Develop a roadmap that aligns with the product vision and strategy, balancing short terms wins and longer-term bets
- Develop clear, well founded, evidence based opinions about the value we can deliver our customers across a priority market segment and its user personas
- Ensure quality, usability and reliability standards are met
- Ensure that new products are successfully launched to market and achieve their commercial growth objectives
- Continually improve customer satisfaction (CSAT) and retention outcomes

### The key responsibilities of the role

- Be the 'voice of the customer' - championing a customer-centric approach to product and design decision making
- Build compelling value propositions that are attractive to the target segment, supporting customer acquisition and larger deal sizes
- Conduct user research, working with product managers to run customer discovery workshops, gather requirements and identifying opportunities
- Turn user insights into functional experiences that feel intuitive and intentional of all customer personas
- Anticipate implementation challenges, consulting relevant stakeholders to identify risks and tradeoffs and able to justify a path forward
- Ability to influence across business verticals to achieve product objectives
- Lead the development planning process, engage in resourcing/capacity planning and review the scope and priority of requirements with stakeholders
- Own the launch of new features and product launches end-to-end, working closely with internal stakeholders across senior leadership, Tech, Design, Marketing, Finance and Delivery
- Continuously measures product-market fit, iterates over approach
- Own the outcome – defining success metrics and measurement, tying efforts towards delivering business value, and managing GTM end-to-end



- Gather metrics to inform pricing strategy

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## The ideal candidate will have these:

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|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Skills</b>     | <ul style="list-style-type: none"><li>• Leads product discovery (conducting customer and market research)</li><li>• Ability to prioritise, be decisive in areas of responsibility, justify reasons for decisions and deliver iteratively within an Agile framework</li><li>• Defines iterative release plans that deliver value to users early and often</li><li>• Excellent communication, stakeholder management and ability to influence across different organisational levels</li><li>• Strong problem-solving ability – leveraging qualitative and quantitative analysis to drive data-led decision making</li><li>• Strong commercial acumen and growth mindset</li></ul> |
| <b>2. Knowledge</b>  | <ul style="list-style-type: none"><li>• Bachelor's Degree in relevant field</li><li>• Product discovery best practice processes</li><li>• Understanding of UX design principles</li><li>• Agile delivery methodology</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>3. Experience</b> | <ul style="list-style-type: none"><li>• Minimum 5 years' experience driving the development of a B2B SaaS product across the product lifecycle.</li><li>• Digital product management experience in a Local Government setting or working on products that serve the Local Government market</li><li>• Experience in delivering customer product initiatives that have delivered strong commercial outcomes</li></ul>                                                                                                                                                                                                                                                             |