

POSITION DESCRIPTION

Product Discovery Lead

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

Title	Product Discovery Lead	Location	Melbourne, Sydney or Hamilton (NZ) – Hybrid
Report to	Head of Product Experience & Operations	Direct report(s)	NA

The purpose of this role

We're looking for a Product Discovery Lead to help build our product discovery practice from the ground up, at a key moment where AI has made building fast the easy part, and knowing what's worth building the actual bottleneck. This role is hands-on discovery work and coaching in equal measure, and it draws on real product management judgement, prioritisation, trade-offs, and turning ambiguity into clear next steps.

You'll run research and validation on the problems that matter most to customers, while building a self-serve process so other product managers across feature squads can confidently run their own smaller-scale discovery too. You'll be working on our workforce software, helping validate problems across mission-critical systems with real compliance and regulatory obligations. Problem framing has to account for what's required, not just what's wanted.

If you've got an entrepreneurial streak, with some startup product or founder experience alongside time in a bigger organisation, and you genuinely understand how product management, engineering and design fit together, this is a chance to shape how a growing platform decides what to build next.

The key accountabilities of the role

- Own the Problem Validation gate in our discovery and delivery roadmap, deciding what's evidenced enough to move forward.
- Own the opportunity canvas practice, writing canvases yourself for platform-level initiatives and coaching PMs through theirs for squad-level ones.



- Set and maintain the quality bar for what enters the roadmap, including how it gets prioritised.
 - Build a self-serve research process so PMs can confidently recruit, run and interpret their own user research, and step in hands-on when something needs deeper expertise.
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The key responsibilities of the role

- Run discovery on the problems that matter most, complex, cross-squad or platform-level work, working with product managers and engineers to ensure features are desirable, viable and feasible.
 - Get in front of customers and users, not just synthesised feedback but actually spending real time with the people who use what we build.
 - Coach product managers through discovery and validation day to day, building each team's own capability while serving as a source of guidance and support.
 - Partner with leaders across customer success, support, sales and managed services to turn scattered feedback into one structured pipeline of insight.
 - Bring commercial and market insight into problem framing through your own research, so priorities rest on evidence rather than instinct or whoever pushed hardest.
 - Support post-release measurement, closing the loop on whether what shipped actually solved the validated problem.
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The key requirements of the role

- Genuine working understanding of product management, engineering and design, not just fluency in one discipline; good at prioritisation and turning ambiguity into clarity.
- An entrepreneurial background, ideally some startup product or founder experience alongside exposure to a larger, more structured organisation.
- Strong discovery and research craft, qualitative and quantitative, equally comfortable running the work yourself and teaching others to run theirs.
- Commercial and market fluency, able to translate signals into evidence-based prioritisation.



- Confidence to challenge product managers and senior stakeholders alike when priorities aren't evidence-backed, disruptive when it's needed, diplomatic about how you get there.
 - Comfort building process from scratch rather than inheriting a mature one, and being fine with good while it gets there.
 - Fluency with AI tools for research and synthesis, using them to move faster without letting them replace your judgement.
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