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| **JOB DESCRIPTION** | |
| **Job title:** | Deputy Product Director |
| **Team/Department:** | Product Team |
| **Location:** | Hybrid (occasional travel to Ashford Kent) |
| **Hours of work:** | 37.5 hours per week |
| **Job title the post holder will report to:** | Product Director |
| **Job titles reporting to the post holder:** | TBC |
| **Date the role profile was revised:** | 27th January 2025 |
| **JOB PURPOSE**  We are seeking a visionary Deputy Product Director to work alongside our Product Director to deliver our product strategy and development efforts in Urgent Healthcare Technology.  This role is integral to driving innovation, ensuring compliance with industry regulations, and delivering solutions that meet the evolving needs of healthcare providers and patients.  The ideal candidate will have a strong background in product management within urgent healthcare technology, a deep understanding of the healthcare ecosystem, and a proven ability to lead cross-functional teams to deliver exceptional results. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**  **Product Strategy and Market Insights**   * Collaborate with the Director of Product to define and execute the product vision, strategy, and roadmap in alignment with the company’s mission. * Stay abreast of healthcare industry trends, regulatory changes, and market dynamics to identify new opportunities and mitigate risks. * Partner with stakeholders to prioritize initiatives that maximize customer value and drive business growth.   **Product Development and Execution**   * Oversee the product lifecycle, ensuring the delivery of secure, compliant, and scalable healthcare software solutions. * Work closely with engineering, clinical experts, design, and QA teams to deliver high-quality products on schedule. * Define and monitor key product metrics (e.g., user adoption, clinical outcomes, ROI) to evaluate success and inform improvements.   **Team Leadership and Collaboration**   * Mentor and support a team of product managers, fostering a collaborative and high-performing team culture. * Act as a key liaison between product, engineering, clinical teams, and other departments to align priorities and resolve roadblocks. * Advocate for the product team by clearly communicating goals, progress, and achievements to internal stakeholders.   **Customer-Centric Innovation**   * Engage directly with healthcare providers and patients to understand their pain points and validate product decisions. * Ensure products are designed with a focus on improving clinical workflows, patient outcomes, and operational efficiencies. * Champion usability and accessibility to meet the diverse needs of healthcare users.   **Operational Excellence**   * Optimize product management processes, tools, and frameworks to improve efficiency and delivery. * Assist the Director of Product in managing budgets, resources, and strategic initiatives. * Participate on the systems team on-call rota | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. | |
| **ENVIRONMENT**  CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.  The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.  Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.  We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/). | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.  All Colleagues  You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.  Managers  You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.  Directors  You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. | |
| **EQUALITY AND DIVERSITY**  CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.  We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs. | |
| **INFORMATION GOVERNANCE**  Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.  It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. | |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**    We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS**    CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.  All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.  This post has been assessed as requiring a basic DBS check. | |
| **REHABILITATION OF OFFENDERS ACT 1974**  Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions. | |
| **PERFORMANCE AND DEVELOPMENT REVIEW**  This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. | |
| **VARIATIONS**  This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.  This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.  To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. | |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | * Bachelor’s degree in Business, Healthcare Administration, Computer Science, or a related field. A master’s degree (e.g., MBA, MPH) |  |  |
| **Experience** | * 8+ years of product management experience, with at least 3 years in a leadership role within integrated urgent healthcare technology. * Proven track record of managing and delivering successful healthcare software products. * Experience with regulatory requirements (e.g., HIPAA, FDA, HITECH) and interoperability standards (e.g., HL7, FHIR). |  |  |
| **Practical skills** | * Strong strategic thinking and problem-solving skills with a data-driven approach to decision-making. * Excellent leadership and communication abilities, with experience working across diverse teams. * Proficiency in product management tools (e.g., Jira, Confluence) and Agile methodologies. * Technical aptitude and familiarity with healthcare IT systems, EMRs, or related technologies. |  |  |