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| **JOB DESCRIPTION** |
| **Job title:** | Head of Product – Digital Medicines |
| **Team/Department:** | Product Development  |
| **Location:** | Hybrid (Occasional Travel to Ashford) |
| **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:** | Product Owners |
| **Date the role profile was revised:** | May 2024 |
| **JOB PURPOSE**We are seeking an exceptional Head of Product for Digital Medicines who will be responsible for shaping and driving our product vision and roadmap and has a passion for innovation. This role will focus on product growth for Electronic Prescribing (EPS) at pace and expansion into new markets by maximising our position as leaders in the UK market and expanding internationally.You will experiment with new models to find ways to maximise value for our products while delighting customers and building hard-to-copy advantage in the market. You will work closely with the Product Director as well as key stakeholders across our marketing, operations, sales and engineering teams and form strong relationships with our customers to ensure that the product meets their needs, improves the lives of clinicians and patients while driving business goals. You will also be part of a community of passionate product leaders dedicated to making a difference healthcare. |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES*** Lead and manage a team of product owners, providing guidance, support and mentorship to drive their performance and professional growth.
* Be the product expert and evangelist, providing training and support to product owners, teams and external stakeholders to build credibility.
* Develop and execute the product strategy and roadmap, aligning it with the company’s overall goals and objectives.
* Develop and maintain a deep understanding of the market, customer needs, and competitive landscape to identify new product opportunities and drive product innovation.
* Champion clinical and patient led approaches throughout discovery, design, build and delivery. Be the voice of the end -user.
* Collaborate with stakeholders to define product requirements and specifications, ensuring they are feasible and aligned with customers’ expectations.
* Work closely with key stakeholders and customers as well as product managers to identify high-value product opportunities to explore, build and deliver.
* Conduct market research and analysis to identify customers needs and market trends and use this information to inform product decision making.
* Develop business cases and financial models to justify investments in new products and product enhancements.
* Ensure teams adopt UX and design best practices and principles to create world class user experiences that delight users which meet customer needs.
* Work closely with engineering teams to prioritise and manage product development, ensuring timely delivery and high-quality execution.
* Collaborate with product operations, sales and marketing teams to develop product positioning, messaging, and go-to-market strategies.
* Monitor and analyse product performance, track key metrics, and use data driven insights to inform product enhancements and optimisations.
* Stay up to date with industry trends, emerging technologies and competitor offerings and use this knowledge to drive innovation and maintain competitive edge. Create USP.
* Create the compelling narrative for the CLEO Systems product portfolio to ensure we have a summary of key features and benefits that articulate product value.
* Provide regular highlight reports to management and leadership teams
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| **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 ColleaguesYou 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.ManagersYou 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. DirectorsYou 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** | Excellent level of English and IT skills | Certified Scrum Product Owner | Application, Certificates & Interview |
|  |  | Experience of working as a Pharmacist and older of relevant qualifications  | Application, Certificates & Interview |
|  |  | Experience working in a with EPS of in the Digital Medicines space | Application, Certificates & Interview |
| **Experience** | Minimum of 5 years’ experience in Product Management with proven track record of successfully launching and managing products | Full understanding of current NHS model and understanding of future demand Experience of a product owner roleExperience of urgent care demands  | Application & Interview |
| **Knowledge, Skills and Abilities**  | Strong Leadership and management skills. Candidate should be able to motivate and inspire teams.Excellent stakeholder management, organisation, and communication skillsExcellent strategic thinking with a strong business acumen.Knowledge of user centred design |  | Application & Interview |
| **General** | Excellent client facing and stakeholder management skills.Excellent analytical understanding of customer needs Ability to work well under pressure in a fast paced environment, demonstrating adaptability | Project Management experience  | Application & Interview |