Product Lead

Job Level	Level 5+	Kornferry Function	
Directorate	UK Operations	Function/Service	UK Resilience
Direct Reports	Up to 6	Indirect Reports	Circa 15

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in Our Leadership Framework - RedRoom.

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. Our Leadership Framework - RedRoom, along with Our values and behaviours - RedRoom and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about Equity, Diversity & Inclusion (EDI) at the British Red Cross - RedRoom here.

Purpose	The Product Lead will lead the team responsible for creating, improving and embedding practical, impactful solutions: tools, services, products and interventions that make a real difference to people impacted by crisis. The role is responsible for translating strategic direction into deliverable improvements to solve problems; aligning innovation with the BRC's resilience strategy, and creating, testing and improving the services and products that make our activity impactful. This role will lead a multi-disciplinary team while working with a fast-paced leadership group to drive impact, accountability and innovation in humanitarian resilience. By balancing best practice and innovation within a culture of continuous improvement, Product Lead will ensure solutions are used, adopted and deliver results in alignment with the UK Resilience Strategy, across the full resilience cycle.		
Budgetary responsibility/ accountability	c£500k	Accountability for other resources	
Key Responsibilities	**Product Leadership & Strategy** • Lead the UK Resilience product development team in the end-to-end delivery of product development, including designing, developing, delivering and improving a range of high impact products and services, ensuring we utilise a full breadth of delivery methods to support delivery of activities across the resilience cycle. • Ensure solutions are adopted, embedded and effective – working with operational teams (including significant volunteer base) and key external partners to drive development and real-world use and address frontline realities • Lead the delivery and continuous improvement of impactful solutions across our strategic focus areas. • Collaborate closely across the UK Resilience leadership team to align delivery and priorities to overarching strategies and plans • Build and set the standards and lead a strong, delivery-focused approach to product development; developing people and creating space for high performance and accountability within the product development function, and across the leadership team. • In collaboration with the Head of Strategy and Performance, lead the department to understand the impact of external changes ensuring our work remains focussed on what's valuable for people and communities in crisis. **Stakeholder Management & Thought Leadership** • Act as the subject matter expert on the UK Resilience product portfolio across the BRC with key stakeholders, championing sector-leading resilience solutions.		

	• Champion and represent the UK Resilience product portfolio with external partners, engaging and influencing to build a holistic approach to resilience systems. • Lead the UK Resilience department on thought leadership and innovation in humanitarian solutions, and grow a culture of experimentation and continuous improvement across the department • Ensure where appropriate new opportunities and innovations are explored to maximise value. • Act as UK Resilience lead for technology, data and insight. **Insight and Performance** • Lead the unison of data, insight, and expertise across the Products team to lead an insight-led and data driven approach to strategic plans and delivery. • Drive the use of insights throughout the department to target resources, develop plans, products, and services to drive continuous improvement and maximise impact. • Ensure the use of user research and insight to ensure effectiveness and user centred solutions. • Understanding need and using service design techniques to understand who needs what and to do user centred design as well as analysis of impact of products for evolution • Ensure all solutions embed effect and success metrics with reporting and indicators to support strategic insight • Setting, managing and regular reporting of finance and performance KPIs and metrics. **Emergency Response** • Ensure work across the department is coordinated, principled and sector leading including our role as an auxiliary role to public authorities. • In the event of a major crisis or disaster, support the delivery of solutions to drive performance measures and achieve outcomes to support delivery teams. *The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.*
Knowledge & Skills *Mark Essential with a **	• *Strong understanding of humanitarian resilience systems • *Practical knowledge of service or solution design in humanitarian settings • *Excellent knowledge of agile, and product management and development methodologies • *Excellent analytical, prioritisation and decision-making skills • *Strong influencing and communication skills with ability to convert complexity into simplicity and work with a diverse range of stakeholders, including clients, technical experts and non-experts • *Ability to work collectively and collaboratively as part of a broader term • Knowledge of MEAL frameworks.
Experience *Mark Essential with a **	• *Proven experience in senior leadership roles responsible for multi-disciplinary teams across programmes, services, and products • *Proven track record of driving delivery and product development – from design through to implementation and improvement • *Proven ability to lead teams with clarity of purpose and decisiveness including through periods of change • *Experience of balancing innovation with pragmatism to achieve results • *Strong experience of engaging with external stakeholders – government, partners, funders – to promote use and effectiveness of solutions • *Working in or leading agile, product management or product development teams • Operated in UK resilience/emergencies context and understanding of UK civil contingencies environment • Experience working in Government or UK Civil Contingencies environment.

Additional requirements	• Requirement to work unsociable hours and weekends in the event of a crisis
	• Ability to work and travel in the UK on a regular basis – approximately once per month
	• Routine rostering on call – usually one week in six on call.

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/**None**
PVG- Scotland	Adult/ Child/ Adult & Child/ **None**
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/**None**
Driver Check	Yes/**No**
International Roles Only	
International Police Check	Yes/**No**
International Driving Licence for manual cars	Yes/**No**

Role Reference		Review Date	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.