



Job Title:	Product Introduction Manager
Department:	Strategic Development
Location:	Daresbury/Hybrid
Management responsibility	No reports

About ITS

We exist to ensure the UK has the best full fibre networks, to provide the best gigabit capable connectivity and broadband to UK businesses through our growing partner community. This enables opportunity, progress, exploration, creativity, innovation, and commerce. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future.

Role Headlines

Become part of the Product and Strategy team delivering new products to market and being a leader for change. You will have responsibility for leading on the product change process, planning and governance that successfully delivers product launches. Working to represent and deliver to internal and external customers in operations, sales and customers.

The role is key to the strategic growth of ITS through maximising its revenue and profitable growth potential through quality delivery of change projects that open market growth opportunities.

The role will suit someone who is an experienced product introduction manager or project manager in a communications or related technology business.

Key Responsibilities

- Driving cross business change projects that develop a class leading product
- Lead project kick-offs and ensure project management principles are applied throughout
- Confident in facilitating collaborative working to enable clear requirements, project scoping and resource allocation
- Own project governance and escalation process to meet project milestones and minimise scope creep
- Track and communicate project progress to stakeholders
- Perform ongoing risk management and ensure that appropriate mitigation is implemented
- Be responsible for the overall management of change resulting from the implementation of the projects
- Be sufficiently technical to have confidence in engaging with networks, systems and operational teams

- Have a customer service focus and ensure new products/services are delivered with excellent user experience across quote, order, service delivery, support, change and billing customer journeys.
- Develop relationships to enable change and be recognised as an expert in effective change

About You

- A project/programme management qualification (PRINCE 2, APM, Agile, etc)
- Previous experience in delivering multiple concurrent projects, ensuring deadlines, scope and budgets are maintained.
- Previous experience of managing NPI projects, with exceptional knowledge of NPI and other associated processes.
- Ability to oversee Waterfall and Agile development processes in order to deliver projects
- Ability to influence and communicate with diverse team members
- Excellent PC skills with strong knowledge of project planning tools (Microsoft Project, Monday, etc) and collaboration tools like Microsoft Teams.
- Dynamic and ambitious in line with ITS own culture and DNA
- Collaborator and communicator
- Capable of leading teams both direct and virtual
- Ability to promote creative problem solving within self and others
- Willingness and enthusiasm to succeed in an expanding role
- Motivated to make positive change with a continuous improvement mentality