

Job Description

Job title:	Platform Manager (Standard)	Department:	Digital Product Management
Reports to (title):	Senior Platform Manager	Division:	Education (UK Education)
Date:	November 2020		

PURPOSE OF THE JOB

To manage digital platform(s) and content tools as valuable assets which contribute to the success of customer-facing products using the platform(s). Lead on platform strategy and development to meet business objectives for the Education division based on a deep understanding of the user needs, market and technology landscape.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

1. Devise the platform strategy informed by stakeholder (inc. Product Manager) vision and objectives, in order to deliver business value, improve capabilities, and contribute to the success of the product(s) on the platform(s).
2. Work with the Product Manager to create and manage platform development roadmap(s), gathering input from relevant stakeholders and prioritising accordingly. Determine success factors, track metrics and analyse results to ensure benefits are realised and to feed into planning cycles.
3. Maintain a 12-month demand schedule that includes financial forecasts as well as regular release dates.
4. Deliver engaging user experiences via development and enhancements of the platform. Lead changes through the implementation and review cycle from requirements analysis and definition through to testing and final delivery. Elicit user feedback frequently in the development cycle.
5. Define and implement non-functional requirements of the platform(s) in partnership with the Technology teams and external suppliers. Actively seek to reduce risk and improve the stability and sustainability of the platform(s).
6. Collaborate with architecture and solutions SMEs to align platforms with preferred technologies, to ensure architectural integrity of the platform(s), where practical to do so. Contribute to UK Education and Technology and Operations strategy planning and alignment.
7. Own and maintain productive relationships with internal development teams and external suppliers. Work with Procurement and Legal teams regarding supplier management to ensure SLAs are being met.

8. Contribute to customer lifecycle support by resolving issues reported in line with SLAs and by providing relevant information to Customer Services, Platform Operations, and other business areas to inform responses to customer queries.
9. Analyse, model, document, and maintain relevant platform information, workflows and end-to-end business processes to support business users and business continuity, including knowledge transfer for new functionality.

KNOWLEDGE AND EXPERIENCE

- Experience working with online customer-facing services
- Experience in testing/QA, user testing, data analysis, UX tools and methodologies
- Proven ability to write software requirements
- Understanding of software development lifecycle methodologies
- Experience managing project delivery and budgets
- Experience managing suppliers, both external and internal
- Excellent communications skills and ability to build influence with stakeholders at all levels
- Knowledge of schools market, digital learning and EdTech landscape (desirable)
- Knowledge of practical classroom needs of educators and learners (desirable)

KEY INTERFACES

Internal:

- Product Managers; Product Owners; Platform Owner Groups; Development teams; Value Stream Managers and Delivery Leads; ISDP; Legal, Procurement; UX/Design and Market Research; Product Managers, Publishers and Subject Matter Experts (SMEs); Sector and Digital Sales, Marketing, Customer Lifecycle and Customer Services.

External:

- Technology Suppliers; Customers and end-users including teachers and learners; Technology consultants and business partners; Testing houses (inc. Cognizant).

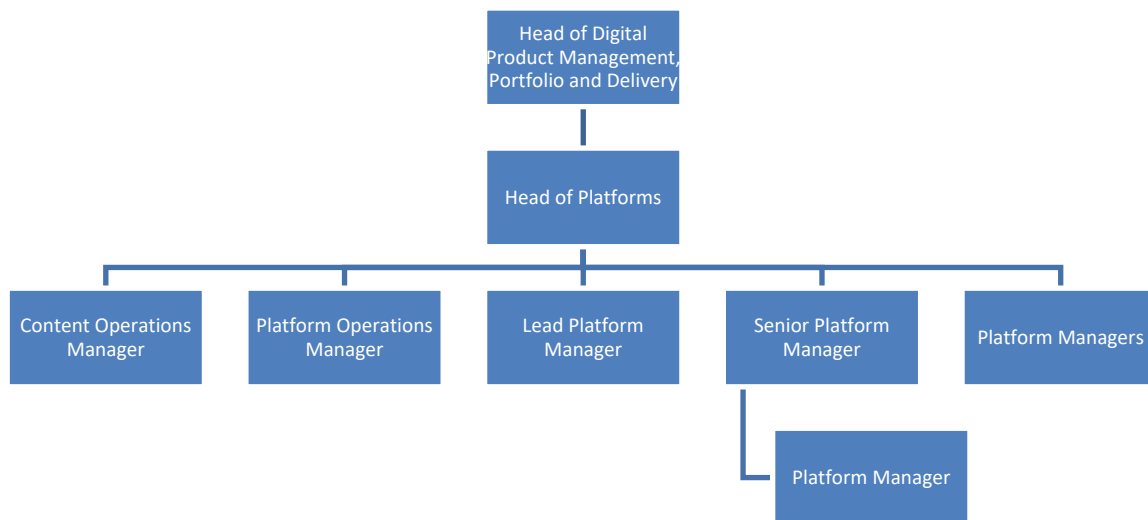
DIMENSIONS	Standard (GJC 5)	Senior (GJC 6)	Lead (GJC 6)
Financial Responsibility for managing change budget for specific platform(s)	Managing a change budget	Managing a change budget and influence on budget-setting	Managing a change budget, influence budgets and contributes to budget planning for team
Complexity Conceptual thinking, competing stakeholder requirements, complex business and technology landscape	Focus on a specific platform only	Broader focus (multiple platforms, as well as specific remit), business-critical platforms, encompassing Global Tech standards	As per Senior and broader focus across all platforms (as well as specific remit), sets standards and processes for team
Leadership Lead and govern decision-making groups for the platform(s)	Individual contributor	Individual contributor; coaches & mentors colleagues; liaison with Global Tech	Optional line management; key liaison point with Global Tech
Strategic change Platform strategy & prioritisation for platform(s) and related business processes/tools	Moderate, focused on specific platform	Moderate, focused on broader business outcomes as well as specific platform	Moderate, focused on broader business outcomes and departmental objectives

SFIA SKILLS

Core: Systems Development Management (St.+Sr.5/Ld.6); Requirements Definition & Management (St.3/Snr4/Ld.5); Problem Management (St.4/Snr.+Ld.5); Relationship Management (St.4/Snr.+Ld.5); Project Management (St.4/Snr+Ld.5)

Optional: Business Analysis (4); User Experience Evaluation (St.3/Sr.+Ld4); Testing (St.2/Sr.+Ld.3); Information content publishing (St.3/Sr.4/Ld.5); *if manager* Performance management (Sr.4/Ld.5)

ORGANIZATION CHART



Maximum of two pages – end of job description