



“ We believe in consumer centric transportation for a thriving nation in the 21st century, building on connected, cost-effective journeys transformed by our world-class technologies ”

ROLE PROFILE

Technical Product Manager

Why do we have this role?

Resonate's vision is to create a truly connected rail network, using our deep technology expertise and rail industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.

We are building digital platforms that deliver operational management and decision support to improve the quality of customer journeys across the rail network.

We have consistently innovated to create a market-leading product, delivering high levels of automation into complex operational environments. We continue to evolve our offer and recently integrated our technology with our own Traffic Management System; an operational and technical first. Our service offer will continue to grow, taking advantage of cloud, data analytics, edge computing and IT/OT integration models.

We are looking for a galvanising and driven individual to move us forward by harnessing our great ideas and turn them into products used and loved by our customers. You will need a good understanding of digital platforms and Product Management capability, able to communicate with our customers, leadership team and technical staff. You do not need a background in rail - experience in systems that provide essential business services will be an advantage.

Key Responsibilities

- Working with our customer facing and technical teams to convert business requirements into technical requirements
- Lead the team of analysts responsible for the discovery, definition and prioritisation of features and user stories
- Work with agile development teams on refinement, estimation, and planning
- Work cross-functionally with development, engineering, and technical architecture teams to deliver on the product roadmap.
- Ensure delivered product meets agreed outcomes and quality expectations, helping the product teams to resolve problems and remove obstacles
- Progress impact assessments of product change on planned project deliveries.
- Work closely with our Customer Services teams to collate feedback from the use of our products.
- Drive best practice and direction of process and workflow.
- Own the product technical collateral
- Coordinate with Technical Architects to assist in defining the technical strategy

Top Internal Relationships

1. Product Owner
2. Vision Director
3. Solutions Director
4. Architecture team
5. Development team





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Personal Attributes

- Ability to get things done and galvanise teams to achieve a desired outcome
- Passion, enthusiasm and advocacy
- Curiosity, both to understand our customers' needs and to ensure we are continually improving
- Comfortable building relationships and collaborating with multiple teams and stakeholders
- Strong analytical and problem-solving skills
- Utilising data to make clear decisions, backed by evidence
- Highly organised and able to manage individual workload
- Ability to communicate and present ideas succinctly at all levels (e.g. Exec, project teams, etc.)
- Innovative, creative, and passionate about what you do, with a thorough attention to detail, appreciating the need for rigour
- Proven experience working in an agile development environment, e.g. SCRUM, Kanban, Lean

Expect to be involved in...

- Supporting our bidding
- Working with Product Management and Sales to identify and understand user and market needs
- Shaping the vision and strategy for the product
- Pitch for budgets to improve our products by building business cases for Functional enhancements and Technical improvements
- Management of the agreed Roadmaps
- Full product delivery lifecycle

Our Values and Behaviours

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to display our values and behaviours in their day-to-day activities.

