



“ We believe in consumer-centric transportation, 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. Therefore, we want you to show us that you are:

### ***Bold***

- We are insatiably curious and turn that curiosity into value for the business and our customers
- We challenge conventional thinking and encourage others to question it too
- We take the right risks

### ***Rigorous***

- The customer is at the heart of all we do
- We apply our expert technical knowledge to deliver value for the customer
- We are accountable for our actions

### ***Determined***

- Delivering for our customer drives us
- We are OK with ambiguity and understand what is required to adapt and respond to uncertainty
- We are tenacious and keep going even when things don't proceed as planned

### ***Collaborative***

- We are great partners for our customers and the industry
- We care about the impact of our actions on others
- We achieve delivery by agreeing and working towards shared goals

### ***Passionate***

- We absolutely believe in our vision





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- We truly think about and feel the impact of what we do on our customer
- We want our customer, and our customer's customer to be the best they can be

### ***Imaginative***

- We welcome and embrace transformative change
- We constantly innovate and apply creative thinking in all we do
- We are always looking to raise the bar

