



Creating a world of better opportunities

Job description

Product Manager

Hybrid - Stevenage

Permanent

Grade 10

Full Time - 35 Hours per Week

Reports to: Senior Content and Product Manager

Where the role fits

The Portfolio and Product Management team has responsibility for:

- Portfolio Strategy – responsible for defining the right mix of products and services to meet member and customer needs, including ownership of the Portfolio & Product Roadmap and end-to-end product lifecycle
- Business & Market Intelligence – utilising data and external market research to inform strategic business decisions
- Member & Customer Experience – responsible for intentionally designed member and customer experiences utilising insights to inform approach, and driving process optimisation through the adoption of a continuous improvement mindset
- Product Management – responsible for developing products and solutions in line with customer needs to maximise penetration in target markets.

Purpose of the role

The Product Manager - Inspec will actively lead the product management and development of Inspec platforms and tools, including Inspec Analytics, and the ongoing development of new Inspec Intelligence tools and future Inspec-powered services. The Product Manager is responsible for building strong and ongoing relationships with Inspec customers and potential customers, identifying, evaluating and creating user stories for new features, functionalities and product innovations across the existing and future suite of products and tools that meet and exceed customer requirements. This role will lead the development of AI-powered workflow tools, supporting strategic initiatives to create more responsive offerings faster and more efficiently.

A core aspect of this role involves product relationship management; maintaining and building strong, beneficial relationships with Resellers, Inspec and Inspec Analytics customers, and third-party suppliers and other Partner organisations. Liaison with IET's Operations, Technology, and Engagement & Growth teams is also essential to ensure effective product development.

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Lead the product management and development of Inspec via reseller platforms, along with Inspec Intelligence (including Inspec Analytics, Inspec Analytics+, and emerging Inspec-powered services).
- Manage the full product lifecycle for new and existing features, including evaluation, prioritisation, technical liaison, and implementation to deliver customer value and operational excellence.
- Translate customer requirements and strategic goals into actionable product ideas and user stories, ensuring new functionality and content developments align with market trends and business priorities.
- Develop, own, and maintain comprehensive product roadmaps, ensuring alignment with organisational strategy, evolving customer needs, and best practice in product management.
- Plan and execute go-to-market (GTM) activities, supporting Sales and Marketing with targeted collateral, case studies, webinars, thought leadership, and campaign coordination to maximise reach and engagement.

- Drive continuous improvement and innovation across the Inspec product suite, identifying and delivering enhancements and integrations (including with reseller platforms) to close functionality gaps and accelerate delivery.
- Build and maintain strong relationships with reseller partners, ensuring roadmap alignment, delivering GTM and product training to deliver customer satisfaction and mutual growth.
- Collaborate closely with internal teams including Data Science and Sales Support to connect customer needs with product expertise and deliver seamless product experiences.
- Engage with internal and external stakeholders to align product vision with organisational goals, leveraging data-driven insights and sound judgement to inform leadership decisions and prioritisation.
- Work collaboratively across internal teams to support business growth, equip colleagues with product insights and data, and ensure projects are effectively prioritised and delivered on schedule.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Deliver operational excellence:** You'll be responsible for the efficient and effective execution of day-to-day tasks and projects, ensuring they align with organisational goals.
- **Collaborate for success:** You'll work closely with colleagues across departments, fostering open communication and a collaborative environment to achieve shared objectives.
- **Support continuous improvement:** You'll actively participate in identifying areas for improvement and implementing solutions to enhance efficiency and effectiveness within your area.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.
- **Enhance team strengths:** You'll support your team in understanding and using their individual strengths to improve productivity and engagement, ensuring everyone can contribute effectively.

Skills and experience required

- Proven experience as a Product Manager, ideally within the STM data/analytics, scholarly communications or B2B publishing sectors, with a strong technical background and experience launching new products to market.
- Strong understanding of product development processes, with the ability to translate business requirements into clear technical specifications and work effectively across cross-functional teams.
- Ability to create compelling use cases and handle GTM activities to engage existing and prospective customers.
- Experience in data and analytics platforms, subscription publishing models, and scholarly metadata, including practical knowledge of APIs and SQL for advanced querying.
- Experience in Agile methodologies, preferably with Scrum experience, including user story creation and the use of tools such as Jira for project delivery and tracking.
- Strong analytical, planning, and project management skills, with the ability to collect, interpret, and apply data-driven insights using analytics or visualisation tools such as Power BI or VOSviewer.
- Detail-oriented and proactive, with advanced problem-solving and negotiation skills, and capable of engaging multiple stakeholders to achieve alignment on complex challenges.
- Demonstrated ability to build and maintain productive collaborations with external partners, working both independently and collaboratively to deliver results.
- Working knowledge of data retrieval, research data usage and core user groups.
- Exceptional written and verbal communication skills, with the ability to explain technical concepts to non-technical audiences and maintain a customer-focused approach.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Collaborative communication:** You'll possess excellent written and verbal communication skills with a focus on active listening, clear communication, and building strong relationships with colleagues.

- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively, manage your workload to meet deadlines consistently, and ensure project deliverables are achieved on time and within budget.
- **Technical and operational expertise:** You'll possess a strong understanding of the relevant technical or operational area, coupled with a strategic mindset and problem-solving skills to identify and implement solutions to ensure smooth delivery.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Promoting a positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, teamwork is valued, and collaboration thrives.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Katharine Hancox</i>	<i>KH, Senior Manager, Research Platforms</i>	<i>10.2025</i>
<i>Vikki Draper</i>	<i>VD, Strategic People Partner</i>	<i>10.2025</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.