

# POSITION DESCRIPTION

## Product Manager

EFT:	Full time / part time flexible, permanent
Portfolio:	Social Innovation and Digital Inclusion
Reports to:	Head of Social Innovation and Digital Inclusion

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 150 staff across Australia and New Zealand, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve challenges around homelessness, family violence, mental health and disability, as well as support Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right digital tools to increase capability, build resilience and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation, we use technology to empower people experiencing disadvantage - driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

Read more about Infoxchange in our annual report at <https://infoxchange.org/2020>

### About the role

#### **Manage Infoxchange's Service Directory product to meet the needs of the community across Australia.**

The Social Innovation and Digital Inclusion (SIDI) team are looking for a Product Manager to lead our Service Directory.

The Product Manager will lead the service directory product team, and work closely with broader product teams and technology teams to devise and implement a product road map that addresses our users' needs while ensuring commercial sustainability. They will use their product

management expertise to ensure the directory is fit for purpose, adaptable and supports our mission of technology for social justice.

## What you'll be working on

Infoxchange owns one of Australia's largest health and welfare service directories. With over 370,000 services across Australia, this service directory is central to Infoxchange's business and social impact, and acts as a pillar to many of Infoxchange software solutions for the sector, individuals and communities. The directory data powers Ask Izzy, Infoxchange's award winning website that connects people in need with crucial services, as well as a number of Australian Government directories.

In times of crisis, such as the recent bushfires and the COVID-19 pandemic, the importance of the directory has been highlighted with searches for help rapidly growing to over 300,000 per month from people across Australia.

Recognising the critical role of the Directory, the Executive Leadership Team with the support of the Infoxchange Board, have made a commitment to invest in the future of the service directory. To bring the future vision of the directory to life, Infoxchange is committed to building the right team to deliver this work.

The service directory product team cuts across a number of departments in Infoxchange and includes product and design expertise, technical expertise and importantly, understanding of our users and customers.

This is a unique opportunity to join a newly formed team at Infoxchange to shape the direction of our social impact, our implementation of emerging technologies and help people across Australia access vital services.

## Key working relationships

### Internal

- » Head of Social Innovation and Digital Inclusion
- » Service Directory Manager
- » Senior Product Manager
- » Product Practice
- » Design Practice
- » Technical development team

### External

- » Funders and partners
- » Product users, such as people experiencing vulnerability
- » Service providers and representative bodies

## Key duties and responsibilities

- » Lead the product, design and development teams to build a sustainable and fit for purpose service directory to support Infoxchange's strategic ambitions.
- » Establish product strategy, goals, measurement and evaluation, in collaboration with the Service Directory Manager, Senior product manager and the wider business.

- » Work closely with the Service Directory Manager to understand the history of the service directory, its proposition and how we deliver value to our clients and end users.
- » Manage the product backlog and prioritisation of feature development for the service directory and lead the migration of existing clients to newly developed service directory.
- » Work with the design and service directory team to understand user needs and what current and potential value our service directory can provide to users by participating in interviews, co-design workshops and other activities with our design team and our users.
- » Ensure the commercial sustainability of the service directory through our product offerings.
- » Proactively create tools, practices and opportunities to share product insights and impact across Infoxchange and beyond.
- » Be open to new ways of working, skill sharing and innovation to bring greater opportunities to Infoxchange.

## Key selection criteria

- » Expertise – An experienced digital product manager with strong commercial nous and experience defining and delivering on product roadmaps and organisational strategy using modern software development approaches.
- » Knowledge – Understanding of end-to-end product development (from discovery to delivery), human centred design in practice, and experience collaborating with design disciplines to deliver value.
- » Communication - The ability to communicate and influence understanding of product development approaches, progress, and impact to diverse audiences.
- » Empathetic – You are curious about users, what their needs and motivations are, and how we can help them. You understand, or are willing to develop and understanding of, the disadvantages that some people in Australia experience, and how this impacts their ability to participate fully in society.
- » Growth mindset – You are keen to explore new ideas and methods, and to share these and your knowledge with the wider Infoxchange team.
- » Pragmatic – You will understand that we never operate in perfect circumstances, and that we need to continually strive for better.
- » A bias to (considered) action – You recognise the needs we seek to address are urgent and growing, and have the ability to respond quickly and continuously, but always with care for those that use our services.
- » Adaptable – You will be comfortable rolling up your sleeves to deliver value and comfortable pitching in outside your core competency.
- » Reflective – You will feel comfortable talking about what went right or wrong in any process and working with the team to improve the way we work.

## Employment conditions

- » Located in Melbourne, Adelaide, or Brisbane
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.

Infoxchange is committed to growing teams with diverse skills, abilities and experiences. We welcome applications from Aboriginal and Torres Strait Islander peoples, people with disability and people from culturally and linguistically diverse backgrounds, regardless of sex, sexuality or gender identity.