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THE SUNDAY TIMES
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PRODUCT DEVELOPMENT SUPPORT SPECIALIST

Hybrid working office based in Tunbridge Wells
Reporting to: VP of Product
Full time permanent role

JOB DESCRIPTION

As our Product Development Support Specialist, you will play a crucial role in the product development lifecycle. This position involves writing user stories and acceptance criteria, conducting product and customer research, managing feature documentation, and ensuring seamless communication within the development team. The ideal candidate will have a strong analytical mindset, excellent organizational skills, and a passion for delivering high-quality software solutions.

KEY RESPONSIBILITES

This is a varied role that will depend on the requirements and activities of the team but will broadly encompass the below responsibilities.

- **User Stories and Acceptance Criteria:**
    - Write clear, concise, and comprehensive user stories and acceptance criteria for new features and enhancements.
    - Collaborate with product managers, developers, and stakeholders to ensure user stories are well-understood and actionable.

- **Product and Customer Research:**
    - Conduct research to gather insights on customer needs, market trends, and competitive landscape.
    - Analyse customer feedback and usage data to inform product decisions and improvements.

- **Feature Review and Documentation:**
    - Review and validate features against acceptance criteria to ensure they meet quality standards.
    - Document features, manage tickets, and contribute to release notes.

- **Organising and Documenting Feature Workshops:**
    - Plan and facilitate feature workshops to gather requirements and feedback from stakeholders.
    - Document outcomes and action items from workshops to guide development efforts.

- **Product Presentations:**
  - Prepare and deliver product presentations to internal teams and external stakeholders.
  - Communicate research, feature and release updates effectively.

- **Market Research/Analysis and Documentation:**
  - Conduct market research to identify industry trends, emerging technologies, and competitive products.
  - Document research findings and provide actionable insights to the product team.

- **Industries and Technologies:**
  - Conduct in-depth analysis of various industries to identify opportunities for product enhancement.
  - Stay informed about the latest technologies relevant to process management and SaaS.

- **Competitor Analysis:**
  - Monitor and analyse competitors' products, features, and strategies.
  - Provide detailed reports on competitive positioning and recommend strategic actions.

PERSON SKILLS

- Bachelor's degree in Business, Marketing, Computer Science, or a related field.
- An understanding of software development processes.
- Excellent written and verbal communication skills.
- Proficiency in using project management and collaboration tools (e.g., Jira, Confluence, Trello).
- Strong analytical and problem-solving skills.
- Ability to work independently and manage multiple tasks simultaneously.