Role Description

JOB ROLE:	REPORTS TO:
Product Analyst	Director of Product Management
LOCATION:	**DEPARTMENT:**
Intercede - Lutterworth, UK. With potential need for infrequent foreign travel	Product Management

Organisational Structure / Reporting Relationship:
Reports to Director of Product Management as part of the Product Management team

JOB PURPOSE:
The purpose of the Product Analyst role is to define requirements for potential product enhancements and to act as the primary product owner for specific requirements, from capture through to delivery into shipping Intercede software. Requirements will be collated from interaction with a number of internal stakeholders (Development, Test, Customer Support, Professional Services, Pre-Sales and Sales) and external stakeholders (Customers and Partners) to ensure requirements are fully understood before being documented. A key function of the role is to ensure that the requirements and desired outcome of any product enhancements are understood prior to feature development. Wherever possible, a Product Analyst should act as the 'voice of the customer' ensuring that delivered software brings genuine benefits to Intercede customers. It is expected that requirements definition and product delivery is an iterative process, therefore adopting a pragmatic approach, understanding and communicating issues and potential solutions and acting as a 'bridge' between the customer of the feature (be they internal or external) and the development team is a key deliverable of the Product Analyst role.

PRINCIPLE ACCOUNTABILITIES	The following items constitute the primary responsibilities of the Product Analyst role and are expected to consume the majority of the planned activity
	- Refining high level business priorities into requirements - Documenting and achieving approval of requirements - To handover requirements for work estimation and to support the allocated developers as required in estimating level of effort - To handover requirements to the implementation team - To act as primary point of contact for queries on requirements during the design and development process - To act as the 'customer' of the delivery produced by the implementation team(s) ensuring the various development stages and final delivery meet the requirements and are fit for purpose. In addition to ad-hoc communications with the development team, this is likely to require attending stand ups, sprint planning sessions and bug triages.

	The following items constitute secondary or general responsibilities of the Product Analyst role and are likely to be required on an ongoing or ad-hoc basis: • To work as part of the product management team to assist in prioritising potential enhancements • To provide product related assistance to internal teams, e.g. customer support, sales, pre-sales • To present current and potential product functionality to internal and external parties • To assist with review of competitive solutions
KNOWLEDGE, SKILLS AND EXPERIENCE	A Product Analyst is expected to have experience of the following areas, ideally in a software environment: • Business analysis • Requirement's definition During performance of the role a Product Analyst is expected to gain knowledge in the following areas: • Cybersecurity • Digital identity • Two-factor authentication • Credential management

COMPETENCIES	INDICATORS
Ability to work to deadlines	• Ability to own one or more sets of requirements concurrently • Ability to manage own workload and self-prioritise • Ability to identify and escalate items potentially impacting deadlines where appropriate
Ability to work under pressure	• Maintaining control when working with conflicting and multiple tasks • Communicating updates to keep stakeholders informed
Planning and controlling	• Effectively plans own time and interaction with multiple stakeholders
Leadership skills	• Ability to find pragmatic solutions and achieve agreement with multiple stakeholders
Organisation skills	• The ability to use own and others' time and resources, etc. in an effective way so that objectives are achieved in an efficient manner • The ability to identify and collaborate with stakeholders to ensure requirements have appropriate input

Technical, analytical and problem-solving skills	• Ability to understand problems and define requirements to solve identified problems from both a technical and business perspective • Ability to suggest practical solutions to business issues • Ability to consider multiple potential approaches and select the best option as appropriate
Customer focused	• Ability to build relationships with customers and partners • Ability to judge 'fitness of purpose' of potential solutions from a customer perspective
Flexibility & creativity	• Willingness to take input from others on potential solutions • Ability to input into potential solutions
Self-motivation & personal drive	• Achieves a positive outlook, constantly looking for ways to improve our product • Finds a way around problems and overcomes challenges when they arise • Ability to set own priorities in order to achieve goals • Conscious of deadlines and goals and strives to achieve them
Team & relationship building	• Builds positive working relationship with internal and external stakeholders • Works in collaboration with other members of the Product Management team
Written & verbal communication	• Maintains a professional manner with internal and external stakeholders • Verbal communication is accurate and to the point • Written communication is accurate, concise and with attention to detail
Listening skills	• Has the ability to listen, question and understand customer problems and requirements • Listens to the needs and requests of others and provides necessary response
Organisational awareness	• Understands the organisation structure within own department • Understands the key systems, places and procedure that enable own department and company to operate • Understands own role and its function within the wider business processes