



The app commerce company

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poqcommerce.com



About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps that allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Holland & Barrett, Belk and the Cotton On Group and FeelUnique.

The London-based start-up was founded in 2011, the company is VC-backed raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

About the role - Product Manager

Reporting directly to our Senior Product Manager, you will be responsible for delivering new functionality and features with the Platform Engineering team. You will work with the design and engineering teams to define, scope, estimate and support delivery of items from the Poq Roadmap. You will also help provide documentation and Product Marketing materials for newly delivered features.

You will join a dynamic, fast-paced environment and work with cross-functional teams to design, build and roll-out products that deliver the company's vision and strategy. Great product development means highly satisfied clients and working with our Product team to develop the product roadmap.

What you'll be doing

- Drive innovative product development through collaborating with the Design and Product Engineering functions to define deliverables in detail. Ensure the iterative but timely delivery of the Product Roadmap
- Helping define and deliver a scalable and flexible appCommerce platform that integrates with multiple 3rd Party systems
- Dealing with technology partners to help define and deliver productised integrations
- Work with data and collaborate with the Design/User Experience team on research tasks to identify best in class solutions for Clients and End-Users alike through research processes and user testing
- Drive strategic product decisions via evaluation of market trends, user feedback, and meticulous retrospective and prospective analysis of product and content performance
- Owning the product backlog, writing detailed user stories and requirements
- Keep stakeholders informed of timescales and progress on fixed product delivery dates to ensure transparency throughout the process
- Provide client-facing documentation and contribute to Marketing collateral for new Product releases and manage new release related communications
- Measuring and analysing product KPIs and developments to ensure efforts drive towards strategic goals
- Analyse the performance of our product using data, and use those insights to determine the product roadmap. Based on product performance, determine when actions are needed to upgrade, improve, revise or reposition products
- Be a great communicator with proven presentation skills. Regularly update the wider organisation on the progress of new Product releases



- Being a vocal product advocate with both internal and external stakeholders

What we're looking for

- 3+ years' experience as a product owner or product manager within a B2B SaaS or platforms company
- Experience writing User Stories and developing them continuously through Agile ceremonies
- Experience using Analytics tools (especially in a retail environment)
- Comfortable using Jira, Confluence, Trello
- Agile certification
- Proven ability to influence peers and management to gain buy-in across the business
- Strong understanding of the Retail and Ecommerce industries both from a technical and a commercial perspective
- Commercially minded, with a proven track record of building software products
- General technical understanding of our business and industry (Native Apps, APIs, Android, iOS, SaaS, Ecommerce)
- Strong focus on documentation and usability a plus
- Possess a fundamental understanding of the end to end customer experience, integrations and dependencies
- Any hands-on development experience will be considered advantageous but not required

We love spending time together as a team, [check us out on Instagram](#).

How to apply

We'd love to hear from you - please email your CV to recruitment@poqcommerce.com.

GDPR Compliance at Poq

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.

Poq Values & Behaviours

Deliberate

- We move forward constructively with integrity and purpose
- We bring the best version of ourselves every day
- We are experts and innovators at the top of our game

Enterprising

- We are ambitious, resilient and passionate about what we do
- We are creative thinkers, problem solvers, decision makers
- We do great work and get things done together

Honourable

- We take ownership and hold ourselves accountable
- Take pride in our product, our work and each other
- We are honest, decent and do the right thing

Open

- We are open to ideas, learning and evolving
- We work together as one team
- We celebrate and embrace our diversity