About us:

At Poq we are passionate about mobile apps. So passionate we have developed 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 allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content to their customers.

Our platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include some of the largest global brands and retailers, such as Hot Topic, e.l.f, Kurt Geiger, Chicos, Hotel Chocolat, the Cotton On Group and Studio Wow.

Poq's best-in-class native mobile app development platform is microservices-based, scales in the cloud and is architected to be part of the headless trend (MACH). This enables our developers to hone their skills using the latest and most progressive operating system (OS) languages and frameworks.

About the role - Product Manager

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.

Reporting directly to our VP of Engineering, you will:

- Develop a deep understanding of the Poq Product, the Customer and the wider app and retail ecosystem
- Work with the Product team to build a Product Roadmap which delivers on the Vision and Strategy
- Articulate the Product Vision, Strategy and Roadmap to a range of internal and stakeholders including sales, marketing, services, customers and partners.
- Actively seek feedback from these stakeholders to deepen product relevance
- Work with the Product engineering team to define, scope, estimate and support the delivery of items on the Roadmap
- Gain a good understanding of technical debt and address it efficiently whilst balancing other priorities
- Know the importance of scope, deadlines and quality , and know how to balance these factors in order to deliver the best situational outcome
- Work with the relevant teams to streamline how the Product is sold and marketed
- Work with the Customer Success team, actively seek to engage with our Customers to understand their needs and communicate the benefits of forthcoming releases
- Proactively identify and propose common features and integrations that would benefit from 'Productization'

What we're looking for

- 4+ years' experience as a product owner or product manager within a B2B SaaS or Platform company
- You have shipped a Product or substantial features in a Product
- Ability to translate between the customer problems, user experience objectives, and business impact of your team's work.

- Proven ability to influence peers and management to gain buy-in across the business
- Strong technical and commercial understanding of our business and industry (Native Apps, APIs, Android, iOS, SaaS, Ecommerce)
- Experience guiding cross-functional Engineering teams to deliver with high quality
- Experience writing User Stories and developing them continuously through Agile methodologies (kanban)
- Experience using Analytics tools like Firebase and Google Analytics (especially in a retail environment)
- Comfortable using Jira, Confluence, Trello
- Strong focus on high-quality 'experiences' including usability, accessibility and developer-facing documentation
- 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
- Passionate about mobile tech, retail and delighting customers.

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