



PRODUCT MANAGER

Location: Home or Nottingham Office

THE COMPANY

Multi award winning Peppermint Technology is the UK's fastest growing legal Software Company. We provide a game changing business technology Platform for the legal sector that hosts an array of business applications including Business Development (CRM,) Practice Management, Case & Matter Management, and Document Management. The Platform is a SaaS (Software as a Service) offering which is built and certified on the Microsoft Dynamics platform.

Peppermint's success is recognised by the industry in a whole series of awards, including UK IT Awards Best Small Tech Company, Best Cloud Application World Series Award, Legal KnowList Innovation, Legal KnowList Leadership and Microsoft Dynamics ISV UK Partner of the Year.

Peppermint hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal Software Company.

SUMMARY

We are looking for a Product Manager to join our Product Management team and help drive the continued success of our Business Development (CRM) and Case Management software products. The Product Manager will shape the features and functionality in the Peppermint Platform so that our products help our customers transform how they do business, helping them to deliver excellent service to their clients and meet their commercial goals.

The successful candidate will have in-depth involvement in the full product lifecycle process, from requirements gathering and definition, through to defining release scope and executing strategic releases.



RESPONSIBILITIES AND DUTIES

- Understand customer and market requirements to help define and champion a prioritised product roadmap at both strategic and functional levels
- Ensure that development resources are focussed on delivering solutions that will provide the best return for Peppermint and our customers
- Working directly with our customers combined with market, regulatory and technology research to enable a data-driven product approach
- Champion usability and user experience in the design process so that our product is simple and intuitive for our end-users
- Work closely with our Business Analysts to ensure customer and market requirements are clearly understood by the development team
- Keep the wider business regularly informed of ongoing and upcoming product development activity
- Ensure that our customers are equally informed through demos, webinars, events and written materials as appropriate
- Be the product and market subject matter expert; ensure product and sector knowledge is kept current via ongoing research
- Participate in management of product release and rollout processes
- Where necessary, participation in pre-sales and post-sales activities
- Work within our defined Product Management Process and champion product best practice, identifying and implementing changes where needed to ensure we are delivering maximum value to our stakeholders and customers

KEY RELATIONSHIPS

- Product team
- Customers / Prospects
- Sales and Marketing teams
- Service Delivery Team
- Development and QA teams

EXPERIENCE

- At least 3 years' experience in software product management, preferably in relation to SaaS solutions
- Experience of working with agile development teams and processes
- Experience of leading and participating in customer meetings and gathering and managing roadmap
- A Product Management certification or similar training advantageous but not essential
- Market experience of existing legal solutions is advantageous but not essential
- Microsoft Dynamics 365 experience is advantageous but not essential



- Knowledge of Business Development (CRM) and/or Case Management systems design, system landscape and data flow desired but not essential

COMPETENCIES

- A good working understanding of customer-centric product design and development methodology and the software development lifecycle
- A good working understanding of general computing technologies, including Windows, networking, Internet, email, and associated technologies
- A self-starter with a proactive approach and a desire to challenge the status quo
- Confident in managing customer/prospect relationships and expectations
- Strong communicator, both written and verbal
- Commercially and technically minded with an excellent understanding of the commercial and business issues affecting legal services providers
- Competent and proven stakeholder management
- Translating customer and market requirements into value-delivering product capabilities
- Real passion for technology combined with a total focus on the user experience to deliver creative and effective product solutions
- Obsession with providing a great customer experience and a strong desire to innovate

CONTACT

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