# Product Manager – Configuration Promotion & Onboarding (12-Month Contract)

|  |  |  |  |
| --- | --- | --- | --- |
| Job title | Senior Product Manager | Job family | Product |
| **Grade** |  | **Reports to** | Dylan Martinez (Managing Principal Product Manager) |
| **Location** | Home based | **Team size** | 0 |

|  |
| --- |
| About the role: |
| We are seeking a highly motivated and experienced Product Manager to lead the development and delivery of solutions that enhance the efficiency, accuracy, and scalability of configuration promotion and customer onboarding automation across environments. This role is pivotal to drive value to our customers quickly by enabling a seamless and intuitive user experience (UX) that empowers internal teams to manage configuration promotion processes for large-scale enterprise applications with ease and confidence. You will also be responsible for product management of customer onboarding automation, helping to streamline and accelerate the onboarding process through innovative tooling and process improvements. You will manage the product backlog, define and deliver roadmap items, and collaborate with cross-functional teams to ensure successful implementation and adoption of new capabilities.  The successful candidate will enter an agile team of product and technology professionals working from home full-time with face-to-face meetings where required. Calls are used daily to facilitate development of the product using Teams and live shares. |
| **Role accountabilities and responsibilities:** |
| Responsibilities:   * Define and execute a product strategy and roadmap focused on improving configuration promotion & onboarding processes and enabling intuitive UX. * Manage and prioritise the product backlog, ensuring alignment with business goals, technical feasibility, and user needs. * Collaborate with design and engineering teams to implement a user experience that simplifies and streamlines configuration promotion tasks. * Work closely with engineering, customer success, and operations teams to deliver high-impact solutions. * Dive deep into the life of implementation consultants to understand onboarding and configuration promotion processes. * Identify and implement repeatable models and automation opportunities to streamline configuration workflows. * Act as the voice of the customer and internal teams to ensure product decisions are informed by real-world challenges and opportunities. * Use analytics and feedback loops to monitor product performance, identify areas for improvement, and iterate quickly. * Collaborate with customer-facing teams to gather insights, resolve pain points, and drive adoption of new capabilities. |
| **Essential Skills:**   * An understanding of environment promotion, system integrations, and onboarding processes in enterprise software. * Background in engineering-related disciplines and an appreciation of challenges in a multi-tenanted architecture with a varied stack. * Proven experience managing product backlogs and delivering complex solutions * Excellent communication and stakeholder management skills. * Analytical mindset with the ability to use data to drive decisions and measure success. * Experience working in cross-functional teams and influencing without direct authority. * Passion for solving operational challenges and improving customer experiences. * Ability to thrive in a fast-paced, evolving environment.   **Desirable Skills:**   * A background in a technology-focused company, ideally in HR, payroll, or enterprise SaaS. * Experience of Agile software practices and working effectively within a modern development team. * Demonstrated success in delivering scalable and repeatable solutions. * Strong technical acumen and ability to translate complex requirements into actionable plans. * Customer-centric mindset with a focus on delivering measurable value. * Organised, methodical, and self-driven.   **Personal Skills:**   * A strong customer focus and a passion for creating user-centric and value-driven products and services. * Smart and restlessly curious to learn new products, technology and business processes. * Proven ability to drive multi-disciplined development teams in a remote, global environment. |
| **Success criteria** |
| * Faster time to value for customer implementation. * Contribution to a high success rate. * Initiate improvements that reflect in customer feedback and NPS. |

|  |
| --- |
| About Zellis Group |
| We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.  Zellis Group consists of three companies - Zellis, Moorepay and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.  Our overall purpose is to *power exceptional employee experiences so you and your people do better*.  **Our history**  We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.  More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.  We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.  After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.  In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.  **We’re proud of our culture**  At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.  **Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.  A screenshot of a computer  Description automatically generated |

Do not remove next Section Break(for back page)