



## Job Summary Overview

|                                   |                                                                 |
|-----------------------------------|-----------------------------------------------------------------|
| <b>Job title</b>                  | Product Manager (Social Care & Education)                       |
| <b>Career family</b>              | Organisational Enablers                                         |
| <b>Professional pathway</b>       | Technology                                                      |
| <b>Career family level</b>        | Technical / Professional Expert or Specialist (Tier 6)          |
| <b>Grade</b>                      | 13                                                              |
| <b>Reports to</b>                 | Lead Product Manager (Social Health Care and Education)         |
| <b>Financial responsibility</b>   | N/A                                                             |
| <b>Supervisory responsibility</b> | Mentoring of IT staff, no direct line management responsibility |
| <b>Reference number</b>           |                                                                 |



## Job Summary

The Product Manager is a strategic leadership role focused on enhancing and evolving the council's existing digital services — particularly those supporting social care and education. The postholder aligns product strategy across key platforms, ensuring that improvements are user-centred, sustainable, and aligned with organisational priorities. This role does not include line management but requires strong cross-functional collaboration and influence.

### Key Responsibilities:

- Shape and maintain the strategic direction of core digital products, with a focus on improving existing systems that support frontline services in social care and education.
- Work closely with technical architects and service leads to ensure product designs are scalable, secure, and aligned with long-term service delivery goals. Translate operational needs into architectural requirements.
- Identify opportunities to optimise existing applications and platforms, ensuring they meet evolving user needs, policy requirements, and performance expectations.
- Monitor legislative, policy, and sector developments—particularly in social care and education—to anticipate future service needs and inform product planning.
- Collaborate with delivery managers, engineers, service owners, and business leads to ensure product enhancements are feasible, well-governed, and effectively delivered.
- Act as a senior point of contact for internal stakeholders, facilitating strategic conversations and ensuring product decisions are informed by service priorities and user feedback.
- Ensure product development complies with accessibility, data protection, and safeguarding standards. Contribute to the council's product governance and assurance processes.



| Specific requirements                                                                                                              | Essential | Desirable |
|------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Proven experience in product management and service improvement within complex organisations                                       | ✓         |           |
| Strong understanding of architectural design principles and service delivery models.                                               | ✓         |           |
| Familiarity with digital platforms used in social care and education (e.g. case management, learning systems, safeguarding tools). | ✓         |           |
| Excellent communication and stakeholder engagement skills.                                                                         | ✓         |           |
| Ability to translate strategic goals into actionable product plans.                                                                | ✓         |           |
| Understanding of statutory frameworks and operational pressures in social care and education                                       | ✓         |           |
| Knowledge of the challenges and opportunities faced by local government.                                                           |           | ✓         |
| Experience of working in a political environment                                                                                   |           | ✓         |

## Working Arrangements

- ▢ The post is not politically restricted.
- ▢ Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy [Agile working policy and summary \(oxfordshire.oak.com\)](https://www.oxfordshire.gov.uk/agile-working-policy).
- ▢ Able to travel across the county and work from various office locations within the county.

## Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

|                          |                                                                                                                              |                                     |                                                                                                                                                            |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Provision of personal care on a regular basis                                                                                | <input type="checkbox"/>            | Driving HGV or LGV for work                                                                                                                                |
| <input type="checkbox"/> | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/>            | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| <input type="checkbox"/> | Working at height/ using ladders on a regular/ repetitive basis                                                              | <input checked="" type="checkbox"/> | Restricted postural change – prolonged sitting                                                                                                             |
| <input type="checkbox"/> | Lone working on a regular basis                                                                                              | <input type="checkbox"/>            | Restricted postural change – prolonged standing                                                                                                            |



|                                     |                                                                           |                          |                                                                                                 |
|-------------------------------------|---------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/>            | Working on/ or near a road                                                | <input type="checkbox"/> | Regular work outdoors                                                                           |
| <input checked="" type="checkbox"/> | Significant use of computers (display screen equipment)                   | <input type="checkbox"/> | Work with vulnerable children or vulnerable adults                                              |
| <input type="checkbox"/>            | Undertaking repetitive tasks                                              | <input type="checkbox"/> | Working with challenging behaviours                                                             |
| <input type="checkbox"/>            | Continual telephone use (call centres)                                    | <input type="checkbox"/> | Regular work with skin irritants/ allergens                                                     |
| <input type="checkbox"/>            | Work requiring hearing protection (exposure to noise above action levels) | <input type="checkbox"/> | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| <input type="checkbox"/>            | Work requiring respirators or masks                                       | <input type="checkbox"/> | Work with vibrating tools/ machinery                                                            |
| <input type="checkbox"/>            | Work involving food handling                                              | <input type="checkbox"/> | Work with waste, refuse                                                                         |
| <input type="checkbox"/>            | Potential exposure to blood or bodily fluids                              | <input type="checkbox"/> | Face-to-face contact with members of the public                                                 |
| <input type="checkbox"/>            | Other (please specify):                                                   |                          |                                                                                                 |
| <input type="checkbox"/>            | Night work                                                                | <input type="checkbox"/> | Regular/repetitive bending/ squatting/ kneeling/crouching                                       |
| <input type="checkbox"/>            | Rotating shift work                                                       | <input type="checkbox"/> | Manual cleaning/ domestic duties                                                                |