

PRODUCT MANAGER

Duration: Fixed Term - 8 months from early March 2026
Salary: £45,000 per annum
Job Level: 4
Hours: 35 hours per week. Other flexible arrangements will be considered
Disclosure Level: Basic. This role involves no direct or indirect work with children
Reports to: Head of Technology
Location: Working from home and at 1 Westfield Avenue, London E20 1HZ

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

This role sits within the Information Function which works to harness the power of digital, data and technology to connect, protect and empower all UNICEF UK colleagues to promote children's voices, unlock resources and advocate change for children.

ABOUT THE ROLE

Reporting to the Head of Technology, the Product Manager role combines business and technical knowledge to:

- Enable UNICEF UK to maximise the value of its technology
- Manage UNICEF UK technologies throughout their lifecycle including procurement and licence management
- Act as a business partner, providing advice and guidance to end users
- Identify users' learning needs, delivering learning and promoting awareness
- Drive end user adoption, ensuring users' needs and priorities are met
- Represent end users' interests in investment and development decisions
- Champion service quality, user experience and value for money
- Drive the optimisation, automation and continual improvement of business processes.

What we will expect you to achieve

- Technology and services established, maintained and future-proofed in line with stated and anticipated business needs
- A user community that is proficient in the use and application of business technologies and tools to achieve organisational and team goals
- High levels of user community adoption and engagement
- The security and continuity of the organisation's information assets to agreed standards and information risk managed in line with organisational risk appetite
- Cost efficiency enabled by appropriate licencing, tooling, automation and ways of working. Responsible for all procurement and licence management
- Strong relationships with relevant third parties that enable UNICEF UK to access knowledge, expertise and resources on a flexible basis
- Demonstrate and model a commitment to our shared values, behaviours and inclusive practices (known as [Our Shared Commitment](#)) in all aspects of your work.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role. All criteria in this section are essential.

Effective behaviours

Supporter driven and mission aligned

- Is committed to children and their rights and motivated to work towards achieving a better world for every child.

Analytical

- Analyses available information to make logical and sound judgement
- Questions assumptions and seeks further insight to inform decision making.

Collaboration

- Consults with others and shares expertise, know-how and ideas with colleagues for best results
- Values diversity, respecting and drawing on colleagues' different perspectives, skills, experience and knowledge.

Communication

- Conveys complex ideas using a variety of methods to engage and audience and win understanding and support, using a range of approaches to gain commitment.

Achieving change

- Communicates the reason for change and supports colleagues to embrace it, recognising that people will respond in different ways and at different paces
- Demonstrates a solution focused approach to overcoming the barriers to change.

Results focused

- Prioritises and sustains focus on work that will have the greatest impact on agreed aims
- Reviews results and extracts learning to optimise future performance.

Relevant experience

- Delivering new technology from initiation through successful implementation and adoption
- Supporting end users through business and technology change
- Managing suppliers and technology solutions for maximum business benefit.

Specific knowledge and skills

- Excellent technology literacy, including the ability to effectively use, access, evaluate and integrate technology to drive business value
- Knowledge of business analysis techniques and methodologies
- Knowledge of end user support good practice
- Knowledge of Microsoft solutions, particularly SharePoint and CoPilot.