

Job Description

Job Title:	Product Manager
Location:	Bristol, UK
Reporting to:	Head of Hardware
Contract:	Full-time, Permanent

The Company

Smartbox creates technology that gives a voice to people who don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities worldwide.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

Smartbox operates out of offices in Great Malvern and Bristol in the UK, and Pittsburgh in the USA. The wider Smartbox Group includes subsidiary companies in Germany (Rehavista) and the US (Talk to Me Technologies). In total, we are a team of around 500 people.

The Job

As a Product Manager at Smartbox, you will play a pivotal role in the development, launch, and continuous improvement of our assistive technology hardware products. Your expertise will ensure that our products meet the needs of our users and stay competitive in the assistive technology market. This role provides a great opportunity to lead initiatives that are central to our mission.

You will work closely with multidisciplinary teams of engineers, designers, researchers and stakeholders to lead product development initiatives from research and discovery through to implementation and market launch.

You will bridge the gap between the needs of our users and the constraints and objectives of our business – discovering viable solutions that genuinely improve the lives of individuals with disabilities and the people who support them while delivering the commercial growth that lets us invest in future development and reach more people.

We strive to provide exceptional service to our users, and you will be at the forefront of ensuring that our products are designed, developed, and delivered to meet and exceed their expectations.

Duties will include:

- Understanding and meeting core needs: Diving deep to comprehend the fundamental needs and challenges of our target users, especially individuals with disabilities and those who support them. Guiding every stage of product development to meet these core needs effectively.
- Balancing concerns: Ensuring alignment between clinical, technological, regulatory, and commercial objectives throughout the product development process, always with a focus on addressing core user needs.
- Balancing cost and value: Developing a clear understanding of the proposed value and project costs, working with colleagues to create financial models, forecast sales and determine pricing strategies.
- Setting pace: Recognising that speed matters. Providing clarity and leadership in the face of uncertainty. Developing a viable plan that appropriately balances pace, value, risk and uncertainty. Managing scope and complexity to support effective delivery.
- Leadership: Fostering engagement with the product vision across the business, and a culture of participation, co-design, innovation and learning in cross-functional teams. Developing and executing comprehensive product plans, roadmaps, and detailed product requirements that deliver on the product vision and strategy, engaging with internal and external stakeholders. Providing leadership to ensure coherence and successful product development and delivery.
- Product launches: Leading impactful product launches in close collaboration with sales, marketing, service and operational teams.
- Data-driven decision making: Using qualitative and quantitative data to inform decision-making and optimize product performance. Analysing market trends, research, feedback and telemetry to inform product decisions. Learning from post-launch evaluations to enable continuous improvement - always referring back to how well the products are meeting the core needs identified.
- External representation: Developing supplier relationships and influencing their development roadmaps to align with Smartbox's needs. Acting as a reputable ambassador for Smartbox, building positive engagement with external stakeholders to present our products and uphold the company's mission professionally.
- Training: Providing training and support to sales, marketing, and customer support teams, enabling them to effectively communicate the benefits and features of our products to users.
- Industry awareness: Staying updated with the latest trends, technologies, and best practices in assistive technology, AAC and product management.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- At least 5 years' prior experience in a product management, technical management or business development role, preferably within the assistive technology or AAC sector.
- Proven track record in leading the development and delivery of successful products or product increments.
- Solid understanding of the assistive technology market, user needs, and relevant technologies.
- Commercial awareness, with a deep understanding of your employer's business model and drivers, as well as other business models in the industry and an appreciation of how the market works.
- The ability to collate and analyse complex and conflicting needs, distil them effectively, and clearly communicate vision, trade-offs and recommendations to senior leaders - guiding them to sensible, well-informed decisions.
- The ability to create and maintain pace - avoiding analysis paralysis, facilitating decision-makers to take appropriate risks, and providing clarity and leadership in the face of uncertainty.
- Excellent problem-solving skills, with the ability to think strategically and act tactically.
- Great collaboration skills, with the ability to work well in a small, dynamic team and with stakeholders across a larger organisation.
- Exceptional communication skills, both verbal and written, with the ability to articulate complex concepts clearly and engagingly.
- A hands-on, down-to-earth, customer-centric approach.
- Willingness to travel to other Smartbox and customer sites and potentially internationally.

Useful skills/attributes

- Experience with electronic product development
- Broad knowledge and experience in project management, user-centred design, user research and market research.
- Experience in product development in a highly regulated industry, e.g. medical devices.
- Experience in evaluating suppliers, developing supplier relationships, and understanding and influencing their product roadmaps.
- Experience in reviewing contracts and legal agreements.

Additional Information

- You will have the flexibility to work between your home and our office locations in Malvern and Bristol, with a minimum of two days per week in the Bristol office.

Why Join Smartbox Assistive Technology?

- Make a difference: Be part of a mission-led company that's changing lives every day.
- Growth opportunities: Dive into diverse projects in a rapidly growing business, with lots of opportunities for professional growth.
- Supportive environment: Work with a dedicated and passionate team that values collaboration and continuous learning.

Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.
- Flexible working.
- Cycle scheme.
- Office snacks.
- Benefit and Wellbeing app Yulife, with store discounts and wellbeing services available.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.
- Complimentary theatre and cinema tickets to Malvern Theatres.
- EV car scheme through salary sacrifice after 2 years' service.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role in a cover letter.



Communication is life

Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. If you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).