

Position title:

Associate Product Manager

Location:

**Global HQ, Borehamwood /
Home based**

Department:

Marketing

Reports to:

Douglas Marshall

Direct reports

None

H.E.L Contact:

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About H.E.L and this role

Our mission at H.E.L Group is to make a healthier, sustainable, safer world for everyone. We equip scientists with the right tools and knowledge to develop safe, efficient new processes and molecules that benefit the world and its population.

Our core values are

Being **insightful** through experience,

Being **collaborative** by design,

Being **tenacious** in spirit,

Being **proud** of progress.

We operate globally with offices in London, UK (HQ), Princeton, USA, Beijing, China, and Singapore. Our field-based staff work across our direct regions, and we have a growing network of trusted partners in distribution territories.

This role supports H.E.L's growth trajectory, building on recent appointments to key positions across the commercial organization and within the development team. If you'd like to be part of a dynamic team on an exciting journey, then H.E.L could be the right fit for you.

This role is responsible for turning product strategy into actionable tasks and effective processes. In other words, you'll 'make the magic happen'. Working closely with the product managers, you'll need to understand the strategic intent and commercial goals of marketing activities and then turn them into reality for the full organization. The role will interact with almost all functions within the H.E.L organisation.

If you're a process-minded problem solver with great teamworking skills, this is an ideal role for you.

As well as a competitive salary, H.E.L offers an attractive pension scheme, with a 10% employer contribution (after the first year), plus additional benefits. We have a flexible working environment and invest in the development of our team.

H.E.L is fully committed to a diverse and inclusive working environment.

Responsibilities of the role

- Supporting product managers in meeting launch deadlines and successful commercialization of products and services
- Supplying the sales team with the skills, knowledge, and tools to effectively sell the products & services
- Effective product lifecycle management post-launch
- Development and launch of training and service products
- Ensuring effective, efficient handover of new products and product updates from R&D to Operations, and communicating these to the commercial team
- Conducting focused product management projects and representing product management in cross-departmental initiatives
- Engaging with users to deepen understanding of application areas, strengths, opportunities to improve and communicating with internal stake-holders
- Writing and reviewing internal and customer-facing documents
- Innovating/Improving methods for dissemination of information to key stake-holders to maximise its value for the company
- Maintaining accurate database records
- Occasional support for open sales opportunities

Candidate requirements

Minimum Education and Experience

- One years' experience or more working in an applications or a technical support role for scientific or technical products
- A BSc. in Chemistry, Biological Sciences, Biochemistry or equivalent – MSc. or PhD. qualification would be preferred
- Experience of working in an Agile Scrum-based environment
- Experience writing and reviewing technical documents
- Experience working with databases/knowledge bases
- Exceptional cross-functional working experience; project management experience desirable but not essential
- Outstanding prioritization skills and effective decision making
- Using external and internal data sources to deliver evidence-based, data-driven decision making

Preferable Skills and Attributes

- Demonstrated bias for action in a fast-paced, ambiguous environment
- Willingness to lead change
- A keen eye for detail and pride in delivering accuracy
- A strong sense of ethics; customer-centric thinker
- Open to giving and receiving open, honest feedback back in a timely manner
- The ability to travel for work – travel requirements may be sporadic, with periods based in the UK office or home office

Training provided

- H.E.L product portfolio – technical, commercial & strategic
- H.E.L product development systems and processes
- H.E.L general business systems
- H.E.L marketing & commercial processes
- Health & Safety Training
- Ongoing company training programs

Physical demands of the role

General Check all that apply

Criteria	Amount of Time			
	None	Under 1/3	1/3 – 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feel	X			
Reach with hands and arms	X			
Climb or balance	X			
Stoop, kneel, crouch or crawl	X			
Talk or hear	X			
Taste or smell	X			

Weight lifting or force exertion Check all that apply

Weight	Amount of Time			
	None	Under 1/3	1/3 – 2/3	Over 2/3
Up to 10 pounds (4.5 kg)			X	
Up to 25 pounds (11.5 kg)		X		
Up to 50 pounds (23 kg)		X		
Up to 100 pounds (45 kg)		X		
Over 100 pounds (45 kg)		X		

Specific Vision Requirements Check all that apply

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	Y
Distance vision (Clear vision at 20 feet/ 6 metres or more)	N
Colour vision (ability to identify and distinguish colours)	Y
Peripheral vision (observing an area above, below, left or right while eyes are fixed on a given point)	N
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	N
Ability to focus (ability to adjust eyes to bring an object into sharp focus)	N