

**Position title:
Software Product Manager**

Location: Global HQ, Borehamwood /
Home based

Department: Marketing

Reports to: Douglas Marshall

Direct reports None

H.E.L Contact: Douglas Marshall

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 identifying and executing the software product growth strategy for H.E.L Group. Through gaining customer insights and market analysis, you will develop the business plan for the H.E.L software product offering, plus associated services. The product manager will work closely with the development team to ensure successful project completion, product launch, and revenue generation. This role will also be responsible for identifying inorganic growth opportunities.

There is a significant product marketing element associated with this position.

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

- Market, customer & competitive analysis to identify attractive market opportunities for H.E.L Group
- Business plan preparation for product/service development at H.E.L group
- Delivering customer-outcome based specifications for new product & service development
- Conducting customer feedback on proposed and launched products to drive continuous improvement
- Working closely with the development team, setting the vision for the product roadmap
- Meeting launch deadlines and successful commercialization of products
- Delivery of new product & service offerings through internal and external partners
- Marketing support & content generation for H.E.L products and services
- Effective launches for new products & services
- Top- and bottom-line performance of new products & services against the business plan
- Effective product lifecycle management post-launch
- Equip the sales team with the skills, knowledge, and tools to effectively sell the products & services
- Plan and support the execution of the marketing campaigns to maximize product revenue
- Product (& corporate) brand development
- Occasional support for open opportunities
- Work closely with the applications development team to define areas of work relevant to our customers

Candidate requirements

Minimum Education and Experience

- Three years or more working in a product manager role or a technical support role for scientific or technical products
- A BSc. in Chemistry, Biological Sciences, Biochemistry, or relevant programming degree – MSc. or PhD. qualification would be preferred
- Demonstrated capability in gathering relevant market & customer insight
- Experience of working in an Agile Scrum-based environment
- Experience with Jira, Monday.com, or GitHub
- Writing customer-outcome based product specification documentation – typically user-story based
- Exceptional cross-functional working and project management experience, allied with indirect team leadership
- Outstanding prioritization skills and effective decision making
- Project management skills and working within an Agile development environment
- 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 and develop culture
- Some knowledge of C# and/or WriteScript programming
- A keen eye for design and look & feel
- Excellent prioritization and time management capabilities
- A strong sense of ethics
- Open to giving and receiving open, honest feedback back in a timely manner
- The ability to travel up to 20% of the time – 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, as required

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