

General role information	
Job Title:	Head of Product Management
Reporting to:	Executive Director of Digital, Data and Technology
Salary Band:	
Notice period:	3 months
Budget Responsibility	No
Contract type	Permanent
Direct Reports	Yes
Client facing role	Yes
Key stakeholders – internal	Yes
Key stakeholders – external	Yes

About MSI Reproductive Choices

Only when choice is a reality for each of us can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK), we are proud to be a social enterprise that is changing the world for the better. We reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare, our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK, our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

The department / team

The Digital, Data and Technology (DDaT) team in the UK business is made up of approximately 40 colleagues. We have successfully delivered a major DDaT change to benefit both MSIUK and, most importantly, our clients.

Over the last few years, we have made good progress across a number of digital initiatives. In 2018, we launched a new website to act as our digital front door to our clients. During 2020-2024, we completed significant shifts from “on premise” to cloud products, built a data warehouse, automated processes, and so much more, all benefiting our clients' access and experience. 2026 onwards is now our growth and optimisation phase, and we are creating our next strategy.

Our DDaT vision for clients is to ‘Deliver a seamless, digitally enhanced user journey to ensure patients are informed, supported and empowered’.

Our objectives are: -

1. Establish a robust digital infrastructure
2. Allow innovation to be driven by our patients and staff
3. Empower patients to take ownership of their care
4. Provide more choice and convenience
5. Further enhance the quality of our service

The DDaT team encompasses the following areas:

- Portfolio Delivery
- Business Intelligence
- IT/ Technology
- Product Team

The Product Portfolio includes critical systems such as clinical platforms and essential business products (some of the products are SaaS but one is bespoke and will require focused continued improvement). This role works closely with the DDaT Portfolio Delivery team to deliver technical product enhancements, ranging from large-scale electronic patient record (EPR) implementations to smaller service pathway improvements.

The role

The Head of Product Management is a newly established role at MSI UK an exciting, varied position that blends strategic leadership with hands-on delivery. You'll drive product management through insightful business analysis, strong leadership, and a commitment to continuous improvement. With at least 10 years' experience in a similar role, you'll be someone who thrives in a fast-moving environment, enjoys rolling up their sleeves, and is passionate about coaching, mentoring, and building clear, impactful product roadmaps.

The vision for Product Management in MSI UK, as a healthcare organisation, ensures that digital, data, and technology solutions are strategically aligned, user-centric, and drive operational efficiency. Product bridges clinical, technical, and business needs to deliver impactful innovations that enhance client care, streamline workflows, and support regulatory compliance.

This is a unique opportunity to apply your product expertise in a growing, critical healthcare organisation, driving the strategy and development of core digital products. In this role, you will shape impactful solutions that support over 110,000 clients annually across more than 60 nationwide clinical sites. We provide 24/7 essential care, so our products are critical in supporting this service.

You will work closely with your team to mature Product Management and across DDaT comprised of, Project Managers, Data and Analytics team, IT teams, and beyond to Governance, Contact Centre, Clinical colleagues and Operations, Clinical Safety, UK Learning & Development team, Digital Marketing, Communications, global IT and all colleagues across the business.

The Head of Product Management will lead the Product Function with energy, be a strong mentor and coach to the team, optimizing operations by streamlining manual and complex processes. This role focuses on delivering intuitive, user-friendly digital platforms that enhance the client's experience and drive business efficiency. The person in this role needs to champion their team be business facing, build credibility with key business stakeholders and ensure you deliver with the team with products that are future fit.

A hybrid role with some travel expectations to key national sites. There will be opportunities to visit clinical sites across the UK to understand the flow of the business and, of course, meet your team and coach, lead, and mentor them.

Key responsibilities

The Head of Product Management will drive the growth and maturity of a newly established, expanding team, ensuring digital products and services effectively support healthcare delivery. This role will shape and execute a clear product strategy aligned with MSI UK's mission to enhance client care through innovative, user-centred, data-driven digital solutions.

Product Strategy & Roadmaps

Define and communicate a compelling product vision aligned with strategic healthcare objectives. Ensure digital roadmaps address business needs, improve service delivery, and support operational and clinical teams across the organisation.

End-to-End Product Lifecycle Management

Lead the development, launch, and continuous improvement of digital solutions that streamline processes and enhance client experiences. Work collaboratively across the Digital, Data, Technology and Portfolio Delivery division and the wider organisation to ensure timely, value-driven, on-budget delivery. As one product is a bespoke clinical system, you will need a strong understanding of the SDLC and excellent cross-functional collaboration skills to work effectively with peers across IT, Data, Analytics and Portfolio Delivery.

Supplier Management

Build strong partnerships that foster clear communication and mutual benefit. Negotiate commercially favourable agreements that minimise cost while maintaining quality. Responsibilities include raising POs, contract renewals, supplier evaluation, and managing ongoing performance. Ensure suppliers adhere to legal, regulatory, and organisational standards while supporting long-term objectives.

Stakeholder Collaboration

Partner with internal teams (Operations, Clinical, Marketing, Technology, Finance) and external stakeholders to drive alignment, adoption, insight gathering and requirements validation for digital products.

Leadership & Team Growth

Lead, inspire, and develop a cross-functional team, fostering a culture of collaboration, innovation, and

continuous learning. This role requires visible, hands-on leadership you will bring people together regularly, build strong relationships, and create an environment where the team feels supported, connected, and empowered.

User-Centred Design & Digital Innovation

Champion user research and usability testing to inform product development. Stay focused on accessibility, safety, and security while leveraging healthcare trends and emerging technologies to enhance MSI UK's digital offerings.

Data-Driven Product Management & Business Insights

Use data analytics and business analysis techniques to monitor product performance, understand health market trends, and generate actionable insights. Work closely with the Head of Data and Analytics to ensure products are underpinned by high-quality data and meaningful interpretation.

Communication & Governance

Deliver clear reporting on product progress, outcomes, risks, and value, ensuring transparency and alignment with organisational priorities. As a regulated healthcare provider, assurance and high-quality reporting are essential.

Develop and Enhance Digital Roadmaps

Work with stakeholders across the business to understand strategies, opportunities, and problem statements. Use product management and business analysis techniques to lead the ongoing development of digital roadmaps.

Digital Innovation

Stay up to date with health industry and technological innovation, exploring opportunities to test, learn, and apply new approaches that support organisational objectives.

Reporting

Implement and deliver regular reporting on product and solution development, performance metrics, and impact. Communicate value to diverse stakeholders, ensuring proposed enhancements are clearly aligned with organisational priorities.

Collaboration with DDaT Portfolio Delivery

Support DDaT demand management and technical project management, ensuring successful delivery of significant digital products and enhancements that align with business priorities and client needs.

Key Skills and Experience

To perform this role, it is essential that you have the following skills:

- Deep and varied experience in product management and business analysis, ideally with exposure to healthcare and/or the charity sector, working in agile environments to deliver customer- and outcome-led solutions.
- Excellent teamwork and interpersonal skills, capable of building strong relationships and a collaborative culture across the organisation to develop hypotheses, test and learn, and iteratively develop technical solutions. Able to coach and mentor team members effectively.
- Exceptional communication and presentation skills, comfortable engaging with stakeholders at all levels from team members to the Strategic Leadership Team and able to translate problems into digital and data-enabled solutions.
- A proven user-centred approach, delivering strong user experiences across diverse product audiences and balancing the needs of clients, clinicians, operations, and other stakeholders.
- Confidence leading cross-functional teams that are on a journey to maturity, providing steady leadership alongside hands-on support when needed.
- Significant experience in managing, developing and improving teams, including coaching, mentoring and addressing performance issues constructively and confidently.
- A passion for innovation and problem-solving, with the curiosity to understand and constructively challenge the status quo to achieve the best outcomes for users and the organisation.
- Demonstrable experience managing suppliers effectively, including product suppliers, ensuring performance, value, and quality.
- A strategic mindset, with experience implementing digital/product frameworks and driving continuous improvement.
- Strong analytical capability, with the ability to understand business challenges and use digital, data and technology to iteratively re-engineer processes.
- Ability to prioritise work across multiple domains with different value drivers, using appropriate tools and techniques and managing stakeholder expectations effectively.
- Financial acumen, with experience demonstrating product value, managing budgets and commercials, and aligning investment to prioritisation activities.
- Experience improving product health and performance, using SLA-based measures such as platform availability, usage, performance and scale metrics.
- Undergraduate degree or equivalent experience, with further accreditations in product management.
- Strong understanding of the agile product development lifecycle, including SDLC, product strategy, story writing, and requirements definition.
- Ability to translate and present technical information clearly to non-technical colleagues.

- Thorough understanding of current and emerging digital technologies including AI and how they support organisational strategic aims.
- Flexibility to work outside core hours or at weekends when required for key product/project needs, and willingness to travel to clinics or Bristol/London offices and for national strategic meetings.
- Brings energy, drive and leadership presence, with the ability to mentor, develop and support teams while championing the product function and building trust-based, credible relationships across the organisation.

To perform this role, it is desirable that you have the following skills:

- Knowledge of working with NHS, CCG or CQC or healthcare environment

Formal Education/qualification

- Formal Product Management accreditation (e.g., Certified Scrum Product Owner, Pragmatic Institute Certification, AIPMM Certified Product Manager) (essential)
- Prince2 and/or Agile project management qualifications (desirable) (e.g., Certified ScrumMaster, SAFe Product Owner/Product Manager) (desirable)
- MSP (Managing Successful Programmes) qualification (desirable)
- Additional business, strategy, or leadership certifications (e.g., MBA, Lean Six Sigma, Design Thinking) (beneficial but not mandatory)

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: