

PROFESSIONAL COST MANAGEMENT GROUP Ltd

JOB DESCRIPTION

Job Title: Product Manager – Telecom Services **Reports to:** Managing Director

Based: Blackpool

Direct reports: None

As Product Manager, you will guide a team that is charged with a product/service line contribution as a business unit. This extends from increasing the profitability of existing services to developing new services/products for the company. You will build from existing ideas, and help to develop new ideas based on your industry experience and your contact with customers and prospects. You must possess a unique blend of business and technical savvy; a big-picture vision, and the drive to make that vision a reality. You must enjoy spending time in the market to understand their problems, and find innovative solutions for the broader market.

You must be able to communicate with all areas of the company. You will work with technical counterparts to define product and service release requirements. You will work with marketing communications to define the go-to-market strategy, helping them understand the positioning, key benefits, and target customer. You will also serve as the internal and external evangelist for your offerings, working with the sales channel and key customers.

The product manager's key role is strategic, not tactical. The other departments will support your strategic efforts; you will not be supporting their tactical tasks.

Key Objectives	Accountable for;	Measurement
Managing Product P&L	<ul style="list-style-type: none"> • Managing the entire product lifecycle from strategic planning to tactical activities, long & short term • Driving a solution set across teams (IT, Marketing, Sales & Production) through defining market requirements and the value proposition • Propose an overall budget to ensure enduring success of the service line • Set pricing to meet revenue and 	<ul style="list-style-type: none"> • Revenue • P&L

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	profitability goals	
New Business Opportunities	<ul style="list-style-type: none"> • Specifying market requirements for current and future products through conducting market research supported by visits to clients and non-clients • Developing and implementing a company-wide market penetration plan and working with departments to execute • Analysing potential partner relationships for product development 	<ul style="list-style-type: none"> • New services billing
Marketing	<ul style="list-style-type: none"> • Develop sales tools and collateral to support the service • Brief press 	Brand values
Driving & motivating colleagues	<ul style="list-style-type: none"> • Effectively and successfully developing and motivating the business to consistently position the products/services • Brief and train the sales force at quarterly sales meetings and assist in the sales process with both direct and channel sales partners • Develop and share best practice between the team • Working closely with the Production team to identify and implement operational efficiencies • Prepare and present high quality management information reporting on a monthly / quarterly basis • Demonstrate professionalism throughout all dealings with internal customers and external clients in a manner, appearance and delivery befitting this senior position. 	<ul style="list-style-type: none"> • Training delivered • Collateral produced • Improved processes

Person Requirements

Relevant work experience, including:

- Bachelors degree with 5 years + experience of services/product management

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- Strong experience of telecom cost/expenses management, ideally as a multiple-service end-user or in consulting/professional services
- Ability to work under strong pressure and tight deadlines with no compromise on quality of deliverables.
- Gravitas to engage at c-suite levels of major blue-chip companies
- You should be self-motivated, innovative, enthusiastic, able to work independently, as well as in a team
- Superior organisational skills and excellent interpersonal skills, with ability to work with and influence colleagues and clients is a must
- You must be a commercial thinker, with excellent communication skills.

For more information or to apply please send a covering letter and your CV to hr@pcmg.co.uk