



Head of Product

We're looking to strengthen our senior leadership team with an experienced Head of Product. This is a key appointment for JustGiving at a time of renewed growth and international expansion. This is a full-time, permanent role based in central London.

About us

JustGiving is the leading platform for charitable giving in the UK, raising over £200m in donations annually and serving over 8,000 subscribing charities at any one time. Our business is based on an unusual combination of commercial drive and social purpose - to help people and charities raise as much money as possible for good causes. Over ten years, we are proud to have built a reputation in the charity sector for sustained investment in product innovation.

Over the past year, JG has launched a brand-new range of giving products, including employee fundraising for companies, in memory giving, regular giving (direct debits), text giving (in partnership with Vodafone) as well as a range of social media tools for fundraisers and charities. Simultaneously, we have begun transforming our technology from a single monolithic application to an open platform, enabling third parties to build new giving and data integration applications, in the UK and globally.

About the role

This is a key role will lead our product innovation and strategy, on the web and on mobile, while ensuring that JustGiving's existing products are fully optimised. As the company's product leader, you will ensure that these products form a coherent suite that provide a compelling experience for the end user on all relevant platforms, and lead the development of new applications and products based on JustGiving's unique data on donor behaviours and preferences.

More specifically, you will be responsible for:

- Creating a medium- to long-term UK and global product strategy for JG, online and on mobile, including market-driven requirements and competitor and ROI analysis
- Leading our team of product managers, UX pros and designers to deliver a world-class consumer experience and create user-centric products that are supremely simple and delightful to use
- Contributing expertise to help the team refine and optimise the team's development approach, including user-centred research methodologies, agile approaches and product performance tracking and analytics
- Interfacing with the data team to discover and scope commercial applications of our data, including new data products for charities
- Working in close partnership with the Head of Marketing and Partnerships Director to scope and assess emerging opportunities at a strategic level
- Selecting and managing third-party product development partners
- Directing and coaching all members of our Product team to enable them to grow, develop and achieve stellar performance

About you

This is a critical role with plenty of scope to make a huge impact. It's important that we find someone who can deliver on all the above. You'll have:

- Extensive experience in a product related role (10 years) with a significant track record of ownership of the full product development lifecycle, from strategy through to implementation and marketing,
- Product-related experience within a high-volume b2c or b2b2c proposition; b2b product management experience a bonus.
- Outstanding team leadership skills, with a strong preference for test-and-learn, agile environments and an appetite for forming effective teams and bringing the best out of people
- First-class analytical skills and understanding of product performance analysis



- Stellar communication and presentation skills at Board level and ability to evangelise new products and platforms to customers and the media.
- Experience in the mobile and social media spaces
- Experience of online financial service payment platforms an advantage but not essential
- Proven ability to operate in a fast-paced environment – with a track record of delivery & making things happen.
- A strong academic record and a demonstrable appetite for ongoing learning

In return for everything that you can bring, we pay competitive market rates and can offer you an exciting, challenging role in a growing business that's part of something bigger, with plenty of opportunities to learn – and of course enjoy it at the same time.

Are you the one we are looking for? If this sounds like you, please send your CV, together with a covering letter describing why you think you are the right person for us to our People Team at jobs@justgiving.com.

We embrace diversity in our applicant's backgrounds. The successful applicant will have eligibility to work in the UK.