GamCare

Job Profile

JOB TITLE:	**REPORTS TO:**
Data Product Manager	Head of Data and Insights

JOB PURPOSE:

The Data Product Manager will lead a team dedicated to developing and managing data-driven products that support and enhance GamCare's value offer and impact. The role will support GamCare's Remote Support Services, Adult Regional Services and Digital Engagement teams.

This role is crucial in ensuring that our data products (Self-help digital tools, Content personalization engines, Client segmentation platforms, Predictive analytics tools, Recommendation engines, Business Intelligence dashboards) are informed by robust data insights and are aligned with our strategic goals.

DIMENSIONS:

- Direct Reports: User Researcher, Data Quality and Governance Manager, Power BI & Dynamics Analyst
- Work closely with the Digital Project Manager
- Deliverables and KPIs aligned with GamCare's OKRs.

INTERNAL AND EXTERNAL CONTACTS:

Internal and External

- Regular collaboration with teams across the organization, on a first level with product owners across Helpline and Online, and on a second level with Digital Engagement, Services and Programmes teams.
- External reporting to stakeholders and partners.

OVERALL ACCOUNTABILITIES:
- Develop and implement effective data product strategies, ensuring alignment with GC's goals and user and stakeholder needs.
- Define and prioritise data product requirements, and work with cross-functional teams to develop and deliver data-driven products that meet target audience needs.
- Communicate product requirements and progress to stakeholders
- Develop and maintain product roadmaps that align with business objectives and

account for technical feasibility and resource constraints.

- Verify that solutions delivered serve their intended purpose
- Develop and implement data science and machine learning project plans, ensuring that projects are completed on time, within budget, and to quality standards.
- Coordinate and monitor day-to-day tasks and workflows of the data science and machine learning project team.
- Manage stakeholder requests and expectations; provide updates to data science and machine learning project sponsors.
- Scope and define tasks that fulfil the data science and machine learning project vision; manage and document scope using Azure DevOps
- Manage contracts with vendors and suppliers.
- Manage the sourcing of data sets required for upcoming and current projects.
- Manage data governance and data quality processes.
- Guide and support team members, fostering professional development and a culture of continuous improvement.

Person Specification – Essential Criteria

The post holder will help set up and run a product and project management function across Data and Insights, and also support product development across Remote Services, Adult Regional Services and Digital Engagement

- Experience with Agile coordination frameworks
- Familiarity with data science project life cycle, data science concepts and methodologies, including statistical analysis, machine learning, and data visualization.
- Experience in workflow tools (such as Azure DevOps), flow diagram tools, and prototyping tools (like Sketch or Fimga).
- Proven experience in managing staff, including providing guidance, support, and performance management to ensure a high-performing team.
- Track record of effectively problem-solving technical and reporting issues, demonstrating the ability to identify root causes, propose solutions, and implement resolutions.
- Ability to manage budgets, scope, and schedules.
- Excellent leadership skills, with the ability to lead new developments and initiatives and effectively implement them operationally, driving positive change within the team and organisation.
- Strong ability to create, present, and interpret data and reports, employing data visualisation techniques and storytelling approaches to communicate complex information in a clear and meaningful manner

Additional/Desirable Criteria

Experience

- Strong domain knowledge of the prevention, education and treatment of gambling harms sector
- A strong working knowledge of data governance principles and regulations, including familiarity with relevant data protection laws and ethical considerations.

Skills

- Exceptional communication skills, both verbal and written, with the ability to present data and insights in an engaging and persuasive way, catering to diverse audiences and stakeholders.
- Excellent IT skills, with a comprehensive understanding of working across multiple digital platforms, Customer Relationship Management (CRM) systems, and call handling systems, facilitating efficient data management and integration.
- Demonstrated perseverance, resilience, and ability to manage personal well-being and the well-being of the wider team, establishing a supportive and positive work environment

Circumstances

- Ability to attend meetings outside of usual working hours when required

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.