



Adventures in ecommerce

Job Description

Role: Product Owner

Reports to: CEO

Location: Remote/hybrid, UK hours, with access to our Cheltenham office

The company

Volo Commerce provides an ecommerce platform, a reporting platform and services for online sellers to grow sales and profits on marketplaces like Amazon, eBay and OnBuy, and on web stores like Magento and Shopify. This combination of comprehensive technology and dedicated professional expertise enables our customers to scale up their business for long term success.

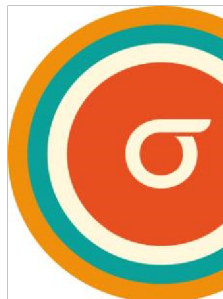
The role

The Product Owner is the 'CEO of the Volo product set', responsible for researching, setting and implementing product strategy and the product roadmap, as well as defining the features. Managing the define-design-build-ship product lifecycle, the product owner prioritises the current and future product needs of customers, partners and the business. The role sits on the Volo management team and helps shape the direction and success of the business.

Comfortable at the intersection of business, technology and user experience, the role is researcher, architect, customer advocate, evangelist and key to Volo's success. We work in scrum and the Product Owner works that way, refining sprints, managing the development queue, removing blockers and keeping us on track with our customers and partners.

The responsibilities

- Research – conduct market and competitor analysis; carry out structured customer research; capture and socialise product ideas; define the initial product vision and strategy; define the product business case
- Design – define product requirements; sketch product functionalities; develop personas and use cases; contribute to initial prototypes; organise usability research and testing
- Build – engage in the development process; manage and prioritise the product queue; anticipate product flaws and propose solutions; analyse, document and communicate decisions; work with marketing on the product identity
- Ship – define customer and partner communications and product positioning with marketing; define the acceptance criteria for launch; manage sales and delivery readiness; prepare documents and training for Volo teams; be the go to expert on the product for external relations
- Ongoing – do reporting and product analysis; analyse customer and prospect behaviour; support marketing and sales; be the customer's voice in the development process; update and communicate the product roadmap



The skills and experience

Essential:

- Qualified to degree level or equivalent in an IT/technical discipline
- At least two years' experience as a product owner
- Highly comfortable with agile software development methodologies and processes
- 'Hands on' approach to business analysis and breaking product requirements down into epics, stories and workflow
- Extremely well organised and able to work under pressure on parallel projects
- Excellent communication and presentation skills - both written and verbal
- Well used to the routine of running complex and wide-ranging meetings
- A solid understanding of the business-to-business consultative sales process
- An authoritative presence and empathetic mentality with senior decision-makers
- Deep experience of working with office productivity and collaborative systems

Desirable:

- Understanding of the retail space, specifically ecommerce and marketplaces like Amazon, eBay and OnBuy, and web store platforms like Magento and Shopify
- Experience of working with small to medium-sized customers
- Experience of working with large, global partners
- Experience of the automotive and / or home & garden sectors

The culture

- Team-oriented: You embrace the ideas of others in the best interests of our customers and Volo
- Driven: You're a driven team player, collaborator, and relationship builder whose can-do attitude inspires others
- Entrepreneurial: You thrive in a fast-paced, changing environment and are excited by the chance to play a larger role
- Passionate: You're passionate about ecommerce and ensuring our customers are successful
- Self-motivated: You're always in learning mode and you can work with a minimum of supervision and plan ahead to prioritise multiple tasks
- Integrity: You're able to establish and maintain genuine trust with your customer contacts and Volo colleagues. You deliver against your commitments
- Attention to detail: You don't let important details, events or deliverables slip through the cracks
- Efficiency: You're able to work smart and enable others to work smarter
- Persistence: You have the tenacity to go above and beyond to get the job done
- Composure: You have the ability to stay calm and maintain your performance levels when under pressure of time and priorities

