

JOB DESCRIPTION

Product Manager

About the role:

This position will work closely with the Program team to create the best-in-class FoodHeals App. In addition, this role will also undertake the delivery of the most crucial Products in the organisation, while keeping an eye towards broader strategic goals for technology and business delivery. Reporting to the Head of Programs, this role will ensure that each Product and their respective tasks are appropriately prioritised and calibrated to deliver a return on investment.

Responsibilities:

- You'll collaborate closely with the Program and Research Teams at Cuddles to comprehend user requirements and translate them into technical specifications for the app's development team.
- You'll coordinate with our remote tech team to ensure user needs are met through effective design and development.
- You'll monitor and assess the adoption and usage of the app among nutritionists across hospitals, promptly identifying and addressing any gaps or issues.
- You'll work in tandem with the Research Team to understand their output requirements, such as reports and dashboards, ensuring that app data is captured as intended and readily accessible.
- You'll proactively identify opportunities for improvement and drive the implementation of new features and enhancements to meet evolving user needs.
- You'll assist in developing robust systems, tools, techniques, and processes to maintain the app's 99.99% uptime.
- You'll resolve all app-related queries in a timely and efficient manner.
- You'll collaborate with the remote tech team and other vendors to ensure that all app-related requirements, deadlines, and schedules are on track.

- You'll serve as the primary point of contact for all app-related needs within and outside the organisation.
- You'll support the team in grant applications for the app by providing valuable inputs and insights to secure funding.
- You'll adhere to industry best practices, techniques, and standards while ensuring the app aligns with them.
- You'll provide regular updates to internal and external stakeholders on the strategy, adjustments, and progress of all your projects.

Must-Haves:

- Post Graduate/Graduate in Information Technology/Computer Science/ Information System Management/ Business Management or any other relevant field.
- At least 5+ years of experience of working in the field of Product management.
- Strong familiarity with Product management software tools, methodologies, and best practices. Having Product Management Professional (PMP) certification will be accorded priority.
- Understanding of Agile software development methodology.
- Understanding of sprint planning and Scrum framework.
- Proven experience in developing innovative and impactful Products, seeing Products through the full life cycle and complete the Products according to agreed scope, timeline & budget.
- Proficiency in Jira, Trello, Microsoft Products, Microsoft Visio, Google Suite, Asana, Pagerduty, Nagios, Notion, Android platform, iOS platform, Web platform, MS Excel, SQL
- Familiarity with various computer operating system, interfaces, information security and Networking systems, would be an added advantage.
- Proficiency in (Reading, Writing and Speaking) of English and Hindi. Working knowledge of any other Indian vernacular language will be favourable for the candidate when interacting with clinical teams.

Skills:

You are responsible.

There are times when the person in this role will need to juggle many tasks simultaneously. Success in this role will require the individual to plan, prioritise and manage multiple tasks with multiple deadlines. They will need to supervise and coordinate with vendors, to ensure timely completion of all tasks.

You are a communicator.

This role manages the flow of information to members across different teams. This includes developing and organising meeting agendas, communicating with customers, suppliers and other stakeholders.

You are a meticulously organised individual.

You ensure that notes are taken and documented for all important conversations and meetings and shared with all necessary. You follow through on commitments made by you as well as follow up on commitments made by others.

You analyse data effectively.

In carrying out this work the person in this role needs to research, collect or prepare documents, verify the facts, ensure completeness and have materials ready in a timely manner. Using a combination of automated tools and critical thinking skills the individual will need to analyse data and create reports that enhance decision making.

Location: Mumbai

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