

Job Title:	Product Developer
Department:	Commercial
Location:	Remote
Role reports to:	Head of Product Development

Purpose of Role:

To develop, maintain and enhance products, assessment materials and learning solutions that meet industry, commercial and stakeholder requirements in the UK and internationally.

The role supports the delivery of IMI's product strategy by translating agreed requirements into high-quality, scalable and customer-focused products, working collaboratively with internal teams and external partners across the full product lifecycle.

Key Responsibilities & Accountabilities

Product Development & Lifecycle Management

- Work with the Head of Product Development to develop, redevelop and test assessment materials and products.
- Review live products against agreed performance, quality and customer experience measures, identifying improvements and enhancements as required.
- Develop alternative and interactive assessments using technology.
- Work collaboratively with internal and external stakeholders to identify and develop product solutions that meet the needs of the sectors and customers in which IMI operates. This includes supporting the development of SSO and joint awarding organisation units and rules of combination.
- Contribute to the development of innovative and interactive learning and assessment solutions, including the effective use of digital technology.
- Manage work on new product development within agreed timescales.

Stakeholder & Relationship Management

- Establish and manage working groups, pilots or user testing activities to inform both regulated and non-regulated provision.
- Commission, brief and manage external authors and consultants, including contracts, deliverables and timelines.
- Work collaboratively with internal and external stakeholders to identify needs, shape product solutions, and communicate the implications of sector or regulatory developments.
- Attend stakeholder meetings as required and communicate relevant implications to the Head of Product Development.
- Support cross-departmental projects, as agreed with the Head of Product Development.

Centre & Customer Support

- Support product launches and ongoing engagement activity to maximise awareness, understanding and uptake.
- Provide guidance and support to customers, centres, partners, and prospective or approved centres on product and assessment-related matters.

The job description may be amended from time to time by Company and, in addition to duties and tasks set out in the job description, you may be required to undertake additional or other reasonable duties and/or tasks as necessary to meet the needs of the Company.

- Develop and deliver product updates, briefings and training for internal teams, approved centres and external stakeholders, including webinars, events and presentations.

Quality, Standards & Content Assurance

- Carry out quality assurance activities for full product documentation.
- Proofread and amend documentation, as necessary.
- Ensure all regulated provision meets the relevant statutory and regulatory requirements for the qualifications offered, for the General Conditions of Recognition (Ofqual), Qualification Scotland Accreditation (Scotland), Qualification in Wales (QiW) and Council for the Curriculum, Examinations and Assessment (CCEA).

Business Reporting & Forecasting

- Contribute to product performance reporting, including usage, feedback, KPIs and commercial indicators.
- Escalate risks, issues or resourcing pressures relating to non-regulated products to the Head of Product Development.

Key Product Areas of Responsibility:

- All automotive products, including regulated, non-regulated and e-learning content support.
- Accredited Assessor training materials.
- Internal product training materials for External Quality Assurance (EQA) and Business Development Managers (BDMs).

Job Dimensions:

- Operates at Product Developer level.
- Requires specialist knowledge and skills, usually acquired through an external qualification or experience built up over a number of years.
- Decisions are guided by standardised processes and procedures.
- Communication involves influencing, guiding and communicating complex information.
- The jobholder has no direct line reports.

Authority Level:

Financial:

All spend will be agreed with, and within the guidelines set by, the Head of Product Development.

Operational:

Resolves the majority of difficult problems and situations encountered, referring only those which require a change to process or procedure, or which are especially difficult or unusual.

Line Management

- None

PERSON SPECIFICATION

Essential Knowledge & Experience

- Excellent knowledge of learning, assessment or professional development products within a regulated or commercial environment
- Will have worked within an Awarding and End Point Assessment Organisation setting developing qualification and assessment materials.
- Will have worked directly with regulated products and taken part in regulatory activities and audits

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- Experience working with subject matter experts and stakeholders to translate requirements into customer-focused products
- Strong project management capability
- High level of IT literacy (Microsoft applications and digital learning)
- Understanding of equality, diversity and inclusion, including the Equality Act 2010

Desirable Knowledge & Skills

- Experience in product development
- Experience of product performance analysis, user feedback and continuous improvement approaches
- Knowledge of the quality assurance of regulated products

Essential Qualifications:

- GCSEs (or equivalent) including English, Maths and IT
- Competence qualifications within the automotive industry

Desirable:

- Assessor Award (D32, D33, A1, TAQA)
- Verifier Award (D34, D35 or V1, V2)
- Comprehensive and up to date knowledge of the regulatory authorities' statutory requirements, underpinning vocationally related qualifications

Other Requirements

- 35 hours per week
- Home based with regular travel to IMI offices and external locations and a considerable amount of travel to facilitate external stakeholder updates, meetings and working groups.
- UK and occasional international travel required
- Occasional requirement for working outside of contractual hours

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