

**Product Analyst**

Application Pack

Deadline: 16th August 2017

**Our vision:**

For every child to enjoy and succeed in mathematics, regardless of background.

**Our mission:**

To transform mathematics education in the UK. We work in partnership to empower and equip schools to deliver world-class mathematics teaching.

**Our values:**
**Partnership:** We collaborate – across our teams and with our schools – to learn from each other, increase our effectiveness and make the greatest collective difference.

**Excellence:** We strive to be the best in our field and are committed to producing high quality, evidence-based work.

**Compassion:** We care about one another, are mindful of wellbeing and show empathy. We encourage a positive and energetic working environment.

**Growth-mindset:** We are dynamic and focus on progress and continual improvement. We strongly believe in achievement for all.

**Innovation:** Our work is transformative and pioneering. We establish and promote new ideas; challenging the status-quo in order to bring about lasting change.

 **Purpose:** We are dedicated to making a positive difference in mathematics education. We are passionate about mathematics and the role of teachers, and we have unity of purpose.

Dear candidate,

We are delighted you are interested in the role of **Product Analyst** at Mathematics Mastery.

Mathematics Mastery is a rapidly growing organisation and we are looking for an organised and passionate individual who wants to help us drive our mission forward. We work with over 3,000 teachers to deliver our programme and over 97,000 pupils are taught lessons designed and developed by us. Mathematics Mastery is at an exciting point in its evolution having recently had the 2017-2022 growth plan approved by our Board. The model to support the implementation of this plan requires the capability to facilitate building good products and systems that will benefit our teachers as well as the team.

The Product Analyst will be responsible for developing and maintaining the suite of products used to deliver our programme in schools. This is an important and exciting role to be a part of as Mathematics Mastery sets itself up for the next stage of growth. There will be the opportunity to shape the creation of products and systems that will have a significant positive impact on our programme delivery. The role holder will also support the development of the organisation’s broader data management strategy. This role will suit someone who has a passion for technology, a strong understanding of how products and systems are built as well as best practices in data management.

This is a perfect position for someone who is passionate about the positive impact that technology can have in education, and enjoys working in a collaborative environment to solve problems. The role holder will work closely with members across different functions to understand, initiate and craft solutions that bring us closer to achieving our organisational objectives. Previous experience building and managing products or systems is preferred for this role.

To apply for this role, please submit your CV and cover letter, referencing ‘Product Analyst’, to recruitment@mathematicsmastery.org, by **12.00pm on 16th August 2017.**

We look forward to hearing from you.

Yours sincerely,

**Joanna Lloyd-Jones**

**Operations Director**

**Job Description: Product Analyst**

**Reports to:** Business Planning Manager

**Salary:** £28,000 - £32,000

**Start date:** as soon as possible

**Contract:** Permanent, 37.5 hours per week

**Location:** Borough, London

**Purpose of role**

To deliver the strategy for designing, developing and maintaining education focused technology products and business systems for Mathematics Mastery at an exciting time of growth. The role holder will also have the opportunity to influence the data management strategy for the organisation and will work with managers across functions to do this.

**Scope of job**

We work with 3,000 teachers to deliver the Mathematics Mastery programme, who then teach over 97,000 pupils with lessons designed and developed by us. The Product Analyst will be a crucial member of the Operations team and will work closely with team members to identify and drive through improvements to various products and systems which enhance organisational performance and generate enthusiasm amongst the team and our partner schools.

The role holder will report to the Strategic Planning and Insight Manager and work very closely with the other functional managers across the organisation to analyse performance, identify problems and opportunities, determine how they ought to be addressed and then support efficient implementation so that even better products are delivered to our schools.

**Key Responsibilities**

**Product development and improvement**

* We use Salesforce to manage the majority of our operational activity. We also work with external agencies to develop a range of products used by teachers and our team. In this role, you will:
	+ lead on improving our Salesforce functionality to streamline programme workflows.
	+ ensure that data captured on the system is maintained as accurately as possible at all times.
	+ support the team with its usage and drive adoption through thoughtful improvements to current ways of working.
	+ develop, own and implement product roadmaps for the different products, working with key stakeholders within the team to understand pain points, prioritise and implement new functionality.
	+ create and maintain project plans, including detailed activity, resources and financial plans and effectively apply project methodology in order that projects are completed within agreed timescales and budgets.
	+ develop requirements documentation, use cases and acceptance criteria for new product features.
	+ partner with team leads and management to conduct regular reviews – constantly seeking to improve processes and eliminate outdated practices and processes within this area.
	+ communicate key milestone achievements to the wider team.
	+ manage business relationships with external suppliers.

**Data management**

* Our vision is to have a single source of data across the organisation. You will work with the wider team to develop and implement a plan for ensuring effective data use through:
	+ identifying opportunities across teams for incorporating disparate data into a central system, where possible.
	+ designing smart and simple systems that avoid data duplication and reduce manual intervention.
	+ encouraging changes in team behaviour that reduce effort spent in manual data search and entry.

**Reporting and analysis**

* Working with the Strategic Planning and Insight Manager, you will ensure that key performance metrics across functions are recorded and accessible in a simple and timely manner.
* You will maintain dashboards of progress against organisational goals and programme metrics. You will work also with the Programme Operations Manager to track metrics on programme management information relevant to the training supervision model.
* You will analyse the performance of the suite of products and provide recommendations to drive improvements.
* You will provide reporting support on Salesforce to the team as required.

**Cross functional working and stakeholder engagement**

* You will contribute to cross team projects relevant to providing schools and the team an optimum experience on our technology platforms.
* You will work closely with the Operations Manager, Programme Manager, Head of Communications and Finance Manager on developing and improving system, products and processes.
* You will work with the Impact Manager on relevant research and insight projects.
* You will be an escalation point on scope - always acting in the interests of our schools while balancing the needs of each function.
* You will be the glue between functions, translating ideas and concepts into technical or layman’s terms.
* You will demonstrate solutions to key stakeholders where required.

**General**

* To identify and carry out any other duties which fall within the scope, spirit and purpose of the post as requested.

**Person Specification**

**Attributes**

* A self-starter who is driven to achieve the highest standards
* Passionate about creating impact
* Demonstrates resilience, motivation and commitment
* Quantitative ability to draw data-driven insights using various tools including Microsoft Excel
* Curious, rigorous thinkers who probe beyond simple answers, assuming nothing
* A collaborator who brings people together, understands the value each person can bring and how to get the most out of the team
* Adaptable and can shift their role to fit whatever is needed most
* Motivated to continually improve standards and achieve excellence
* Collaborative working style and strong team player
* Ability to take a stand and make a recommendation based on personal judgement
* Keenness to learn and seek expertise from across the board
* Personable, friendly, approachable and cares about other people
* Personal values are aligned with those of Mathematics Mastery

**Experience, knowledge and skills**

* Track record of working with software engineers to create successful products
* Experience using Salesforce or other CRM systems
* Proven business analysis experience. Experience of all stages of a project lifecycle including defining and documenting user requirements, carrying out system testing and assisting with user acceptance testing.
* Proven ability to manage, plan and take responsibility for delivering projects
* Excellent analytical skills
* Excellent Microsoft Excel skills
* High attention to detail
* Clear and effective written and verbal communication

**Qualifications**

* Qualified to degree level (preferred)
* Right to work in the UK

**Other**

* Some experience with coding and using databases is desirable
* An understanding of the education landscape and issues affecting mathematics education is desirable
* Passion to see mathematics education transform pupils’ lives in the UK today

**Training and professional development**

We are committed to the professional development of all members of the Mathematics Mastery team. As Mathematics Mastery is part of the Ark family, staff also benefit from the Ark training and professional development programmes. We also encourage staff at all stages of their career to take advantage of international visits and opportunities across the network.

**Other staff benefits**

Alongside our continued focus on professional development, we also offer a variety of other benefits which help our employees plan their finances and look after their wellbeing.

* **GymFlex:** Save up to 40% at your local gym
* **Discount scheme:** Employees can access up to £1,000 in savings a year from over 3,000 major retailers
* **Interest Free Loans:** We offer employees up to £5,000 in interest free loans for season ticket or bicycle purchases
* **Childcare Vouchers:** All employees are eligible for tax free childcare vouchers as part of a salary sacrifice scheme
* **Healthcare:** A low cost plan that gives you money back towards the cost of your optical bills, dental costs and consultations

**Equality and diversity**

Mathematics Mastery is committed to a policy of equal opportunity for all staff. We encourage a diverse workforce and aim to provide a working environment where all staff, at all levels, are valued and respected. Discrimination, bullying, promotion of negative stereotyping and harassment are not tolerated.

To that end, we will not discriminate on grounds of gender, gender identity, race, disability, sexual orientation, religion or belief, age, marriage and civil partnerships, pregnancy and maternity, caring responsibilities, part-time working, or any other factor irrelevant to a person’s work.

Mathematics Mastery’s HR procedures (for example, for recruitment and selection, staff appraisals and career progression) are based on an assessment of an individual’s ability and their suitability for the work. We are committed to providing all staff with opportunities to maximise their skills and achieve their potential, offering flexible working arrangements wherever possible.

Safe recruitment procedure

We are committed to safeguarding and promoting the welfare of children and young people. In order to meet this responsibility, we follow a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below, but can be provided in more detail if requested.

Disclosure

We require all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment; this will depend upon the nature of the offence(s) and when they occurred.

Shortlisting and Interview Process

* A limited number of candidates who meet the specification criteria will be invited to take part in an in-depth interview (some roles will be subject to a two-part interview process). Due to the high number of applications we receive, we are unable to provide individual feedback to unsuccessful candidates.
* Candidates will be asked to address any discrepancies, anomalies or gaps in their application form.

Reference checking

References from the previous and current employer will be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information.

Probation

All new staff will be subject to a probation period of six months (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee’s suitability for the job for which they have been employed. It provides us with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with young people.