



SUSTAINCERT
KNOW YOUR IMPACT

JOB DESCRIPTION

PRODUCT MANAGER

February 2022



Come join our team of mission-driven individuals with big ideas, tireless optimism and the belief that our work can change the world.

1. ABOUT SUSTAINCERT

At SustainCERT, we help quantify and report on the social and environmental impacts from a wide range of sustainability interventions. Our role is to provide robust evidence of progress towards our collective sustainability goals and ensure climate pledges bring real, meaningful impact on the ground.

We deploy technology to create the next-generation of impact accounting and improve the way carbon emissions are measured, reported and verified: More simplicity, more affordability, more efficiency and always the best level of accuracy and credibility.

We are on a mission to mainstream best-practice for the benefit of all – businesses, people and the planet.

2. ABOUT THE POSITION

SustainCERT is transitioning to a Software as a Services (SaaS) company. Part of the transition includes the creation of a Product Management Unit. The Product Management Unit is responsible for evaluating opportunities and determining what software gets built and delivered to customers.

As a (Senior) Product Manager you will work closely with cross-functional agile team of highly talented engineers, designers and other cross-functional player to make sure we conceptualise, develop and deliver best-in-class digital experiences. You will have cutting edge tools and technology at your disposal. Enable rapid, high quality development by owning and driving your products, collaborating with Technical Product Owners and their teams to iteratively build a next-generation product platform for SustainCERT.

The focus of this position is to drive user-centric development of the SustainCERT software platform and products, collaborating with the go-to-market teams and subject-matter-experts to orchestrate the process whereby customer and market intelligence feed into product discovery and backlog. You will have or develop deep knowledge of actual users and customers. You will strive to practically understand the users' needs, pain points and preferences. You also develop a set of user centric tools (JTBD, customer archetype, user journey, user testing, research and interviews) to efficiently make the voice of the user heard in product discovery (choosing the right problems to solve, in what measure), in the context of delivery (unlocking value rhythmically and rapidly). You work closely with Technical Product Owners on product backlog You work closely with UX design to create world class user experience.



This role will require capabilities in three realms–

Building the Right Thing

- Existing deep knowledge of carbon market and industry, or a significant laypersons passion and knowledge for the subject-matter, with a committed curiosity to climb the learning curve quickly, even using your own time.
- Working closely with the Business Development manager on the Go To Market Strategy, value proposition, and pricing.
- Gaining an in-depth understanding of customer and partner needs, you identify future potential of your products and get your teams, customers and business network excited about it
- Lead the user centric approach to product discovery and backlog. You conduct user research, testing and interviews and create user personas and journeys.
- Evaluate opportunities to increase value for users and improve user experience
- Create user-centric business requirements that feed into product backlog, using the “language of value” framework– inputs, outputs, outcomes and impact.
- You are responsible for identifying and monitoring OKRs/KPIs as well as using them as cornerstones for team focus and priorities

Building the Thing Right

- You organize priorities and strategic de-scoping to achieve rapid feedback cycles by owning and managing your roadmap and product backlog
- You will collaborate with Engineering to co- drive an ongoing significant re-architecture and re-platforming programme for the company.
- You will collaborate with Engineering to design and implement build-measure-learn rituals and rhythms that improve our efficacy in unlocking value for customers and SustainCERT.

Leadership

- You will ensure the product strategy and vision is efficiently communicated and effectively executed, and both influences and is influenced by the business strategy
- You will own the macro-product backlog in collaboration with the technical product owners of individual scrum/kanban teams
- Finally, you will also contribute to and support the evolution of the emergent cross-functional product function and culture at SustainCERT.

3. QUALIFICATIONS

- At least five (5) years of product management experience, including
 - experience in software products environment, ideally a Start-up or Growth-stage company using agile development methodologies (Scrum and Kanban)
 - Significant experience in requirements analysis and collecting technical specifications
 - Significant experience in B2B and B2B2C product-market fit explorations, with strong customer research and interaction chops.
 - Significant knowledge of excellence in technical project management of software projects
 - A passion for understanding technology combined with an entrepreneurial spirit



- Past work that involved working with and productising back-end integrations incl. events and/or RESTful web services.
- You either have experience and/or pointed curiosity about related products and go-to-market strategies.
- You either have experience and/or pointed curiosity on the subject-matter, and commitment to ongoing levelling up of that knowledge in collaboration with SMEs.
- You are a storyteller with experience in communicating concepts and ideas to all levels of stakeholders
- Finally, you are an excellent team player with at least very good communication skills in English

4. RECRUITMENT PROCESS AND TIMELINE

Applications can be sent to recruitment@sustain-cert.com, the position will remain open until a suitable candidate is found. Candidates selected for a first round interview will be notified by email. Please note that we will not notify you directly if you are not selected for an interview.