

Role Description

Product Development Lead

We are looking to recruit an excellent product designer, writer, facilitator and creative thinker with an interest in the psychology of well-being and behaviour change. You will lead in the ongoing development of the much-acclaimed Outcomes Star suite of products. You will draw on our 20 years of learning in Outcomes Star development and work closely with frontline organisations to co-create engaging, enabling tools that help some of the most vulnerable in society to transform their lives.

About the organisation

Triangle is a values-based Social Enterprise with a vision of a society in which people are enabled to thrive. We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working. We help to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars.

The Star is now used by over 1,200 charities, social enterprises, and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families, and substance misuse. It is also being used internationally, with a particularly strong presence in Australia.

For more information see www.outcomesstar.org.uk.

About the role

Each version of the Outcomes Star is co-created with collaborating organisations who work in the field that the Star is addressing. The development process involves working groups from the collaborating organisations (including workers, managers, people with lived experience and relevant professionals) literature reviews and analysis led by our Research Analyst, and an internal reference group of Triangle staff with relevant expertise and experience. The creation of each Star involves many iterations of learning, drafting, testing and re-drafting.

You will take a lead on Star development, which has previously been held by one of our founders. There are two main aspects to the role:

1. Lead author and innovator for Outcomes Star content. This includes defining the language and structural choices within a Star and owning the process for drafting and finalising Star content and materials
2. Project lead, including holding the relationship with collaborators and facilitating Star development workshops

You will be supported by a copywriter/content creator and a project coordinator, and work closely with stakeholders from across the organisation. You will need to draw on extensive documentation of our learning over 20 years and decisions and will benefit from an extended training and handover period from the retiring founder who leads on Star development.

Main tasks

1. Managing the collaborator relationship, including the initial discussions about the viability of creating a new Star and consulting on decisions made throughout the development process

2. Supporting decision-making on the roadmap, priorities and scope of projects at Triangle's Product Group
3. Scoping, structuring and managing development projects, working with the co-ordinator to set timeframes, identify tasks and deliver to the plan
4. Facilitation of the development workshops, which can include up to 50 people
5. Taking a lead and working collaboratively to ensure good choices and decisions about the Star during the development, related to the outcome areas, Journey of Change and nuances of what is included where
6. Developing Triangle's co-production principles and methodology - ensuring that curious inquiry into lived experience is at the heart of our product development
7. Working directly on and reviewing drafts for consistency, accessibility, trauma-informed language and other aspects, working closely with our Research Lead and working groups
8. Working closely with our Research Lead on literature reviews and psychometric testing of pilot Stars to ensure the validity and integrity of the suite of Stars
9. Taking overall responsibility for product creation - including graphic design, briefing designers, reviewing and signing off;
10. Continued focus on the 'end users' of the products – including both the people being supported and the people providing support – to develop accessible and inclusive content and formats, working closely with the Accessibility and Inclusivity Group and the digital product team
11. For existing products, establishing ways to capture feedback and user experience, and to incorporate this feedback into the development roadmap – always seeking to improve the product experience and its positive impact for frontline services
12. Working with the Product Director and others in Triangle to explore issues that impact on the suite of Stars as a whole, sensing and responding to new developments in the sectors in which we work – for example improved understanding of the impact of trauma
13. Working with our Marketing Manager on communications and content to promote the products to new and existing clients.

Person Specification

Essential

- Commitment to person-centred, strengths-based and trauma-informed approaches to supporting personal change
- Good psychological understanding of people and how people change, potentially drawn from work in one of the sectors we work in and/or academic study
- Product and content development experience, for example including user experience and ideation techniques, product and roadmap management
- Knowledge of co-production principles and methodology
- Excellent writing skills, especially in relation to accessible language for a wide range of audiences – some with limited language or cognitive abilities
- Ability to hear and synthesise a large amount of information, revealing patterns. This includes being able to hear and reflect back a wide range of voices and values with respect and clarity
- A systematic approach, good attention to detail and the persistence and staying power to craft and re-craft scales multiple times in response to feedback
- Clear and effective communication and interpersonal skills, verbally and in writing
- Ability to work well independently and to collaborate effectively

- Organised and able to prioritise competing pressures
- Passionate about driving positive social change and the impact of frontline services

Desirable

- Experience in establishing co-production approaches and projects, including directly working with people with lived experience
- Facilitation skills to co-facilitate workshops with a working group of (generally) 25-40 people for each Star, as well as take a lead in steering group and other meetings
- Experience in one of the main service sectors where the Star is widely used, for example, family and children's services, mental health, homelessness or employability
- Interest in, or training or experience in a personal change 'modality' for example NLP, motivational interviewing or mindfulness

Location

You can work from our office in Hove or from home, or a combination. It is expected that you will be able to travel (with occasional overnight stays) to contribute to face-to-face workshops, which can be anywhere in the UK (likely to be no more than monthly). There may also be occasional online meetings with Australia and New Zealand outside of UK working hours

Reporting to: Product Director

Terms and Conditions

We are recruiting for permanent roles. We welcome applicants who wish to work between 21-35 hours per week. While we anticipate this to be an employed role, we are also open to strong candidates wishing to work freelance.

Salary and Benefits

- The annual salary is £40,000-50,000 (full-time equivalent) dependent on experience
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rata for part-time)

Deadline for applicants: Friday, 19th May 2023, 9 am

First interviews: week commencing 29th May 2023

Second interviews: week commencing 5th June 2023

STRICTLY NO AGENCIES