

Project and product manager – job specification

Reports to: Head of professional development

Location: Hybrid

Contract: Six-month contract (3 days per week)

Salary: £500 per day

Role purpose

The project and product manager will lead the co-ordination and delivery of a specialist training project for the NCTJ. The role will oversee parallel project workstreams including product development, stakeholder management and supplier management, while ensuring agreed outputs are delivered efficiently and meet the needs of journalists, employers and NCTJ-accredited course providers.

Key responsibilities

Project planning and delivery

- Drive the day-to-day delivery of a specialist training project in line with the detailed project plan and as part of the project team
- Monitor delivery, participation, stakeholder feedback, learner confidence, adoption and project outcomes, using evidence to evaluate success, report progress and recommend improvements

Product development and management

- Oversee the implementation of the project's training products
- Lead the development of a resource hub, ensuring all products are quality, practical, coherent, discoverable and accessible to target audience groups
- Work with suppliers, consultants and internal colleagues to define product requirements, manage development, resolve issues and maintain quality
- Co-ordinate user testing, quality assurance, approvals and product launches
- Establish sustainable long-term plan for product ownership and maintenance

Stakeholder and partner management

- Nurture effective relationships with local news publishers, independent media, journalists, newsroom leaders and NCTJ-accredited course leaders and tutors
- Plan and co-ordinate consultation and testing with a range of local news organisations in England and Wales
- Collaborate with the internal project team, AI taskforce and external partners to keep activity aligned and delivery on track
- Communicate progress, risks, dependencies, decisions and outcomes clearly through agreed governance and reporting arrangements

- Co-ordinate input, approvals, challenge and feedback from subject-matter experts, partner organisations and industry reviewers

Training production and delivery

- Manage logistics of training delivery, including scheduling, facilitators, venues or virtual arrangements, materials and participant communications
- Work closely with training consultants to deliver high-quality resources
- Co-ordinate with designer to produce engaging and consistent materials
- Anticipate delivery risks and take action to prevent delays or disruption

Administration and commercial coordination

- Provide accurate and timely project administration, including maintaining delivery plans and relevant documentation
- Support the management of contracts, procurement, purchase orders and invoices, liaising with colleagues and suppliers as required
- Support evaluation by maintaining reliable evidence of participation, usefulness and knowledge-sharing
- Ensure activity complies with organisational policies, contractual and grant requirements, procurement controls and data protection obligations

Person specification

Essential experience and skills

- Strong project management and organisational skills with the ability to manage different workstreams while working to strict deadlines
- Experience of working with a range of internal and external stakeholders, suppliers and end users
- Excellent written and verbal communication skills, including the ability to turn complex subject matter into clear, practical resources for different audiences
- Strong attention to detail and confidence in maintaining accurate records and administrative processes within governance
- A collaborative, proactive and solutions-focused approach, with sound judgement and a commitment to quality, transparency and innovation

Desirable

- Experience of working in journalism, local media, education, training or professional development
- Experience of developing or managing digital learning products and working with a learning management system or similar delivery platform
- Familiarity with commissioning or developing e-learning content, guidance, toolkits or open-access resources

*This job description is intended to summarise the main responsibilities of the role.
The postholder may be required to undertake other reasonable duties consistent with
the scope and level of the position.*