

Product Manager - Knowledge

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Company: Shift

Location: North Sydney

Category: other-general

Company Description

At Shift, we're business specialists dedicated to helping Australian SMEs take control of their cashflow, streamline trade terms and choose the right financial products.

We believe Australian businesses are the driving force behind our economy and are core to our communities. That's why our business expertise, focus on relationships, and market-leading technology is at the core of everything we do.

Our unique approach to product innovation combined with our collaborative culture means you can build your career in a supportive environment. You'll be joining a diverse team of over 250 people who are always looking to deliver better outcomes for Australian businesses.

Job Description

Are you a detail-oriented professional who can maintain a library of content that is both informative and accessible?

In this role you will be responsible for the production, training, and embedding of knowledge about our products, the customers they serve, and how they function in practice. Your primary focus will be on internal users, but you will also play a key role in maintaining the quality and accuracy of external content.

What you'll do

Produce and Maintain Content Library

(Non-Technical Product Definitions) Maintain and publish library of content that internal users can access that is an easy and reliable way to understand what scenarios we can and can't support on all of our products, what qualifying and approval criteria, how our products

function.

(Technical Product Definitions) Maintain technical product definitions and make available to relevant users (e.g. Technology, Business Process etc)

Pro-actively embed Product knowledge

Facilitate knowledge transfer / Learning and Development in various formats where required (e.g. Classroom Training, 1:1 Training, written / verbal etc)

Support/develop programs to assist new starters (and others) to get requisite product knowledge.

Support/Develop any assurance programs aimed at ensuring that we are accurately representing our products to market both on and off platform

Facilitate Product Updates / change

Reviewer and approver of content produced in support of training and development

Support pre and post go-live / GTM related activities where product definitions

Pro-actively escalating unresolved ambiguity in product definitions for decisions to be made

Qualifications

Training / L&D Experience across a range of technical and non-technical users

Production of Technical and Non-Technical content

Domain experience in dealing in Financial Services and B2B environment advantageous

Additional Information

Collaborative teams – a flat structure means everyone can learn from colleagues and senior leaders around the business.

Be involved – come together with all of your colleagues every 100 days to share the product and technology roadmap and business strategy.

Flexible working environment – we're headquartered in North Sydney with state-based workplaces and offer a flexible work policy.

Family support – industry leading 26 weeks paid parental leave.

Varied workspaces – our office enables areas for collaboration, brainstorming and socialising as well as focus zones.

Range of benefits – supporting your physical, psychological and financial wellbeing.

Candidates must have full working rights for employment in Australia. Visa sponsorship is not available. No agencies - thank you.

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