

Job Description: Product Manager

The Chartered Institute of Procurement & Supply

The Chartered Institute of Procurement & Supply (CIPS) is the leading independent global membership body representing the procurement and supply profession. With a global membership of over 70,000, we are driving positive change across the profession.

As an organisation with a Royal Charter, our focus is on fulfilling our public interest remit by maintaining high standards of technical competence and ethical behaviour of our members, whilst enhancing the capability of the profession through education, training, and qualifications.

Through all our work, we build a community. A global network of professionals, powering best practice for procurement and supply excellence in people, processes, and performance.

CIPS has local offices in the UK, Australia and New Zealand, Africa, the Middle East, and the USA.

Classification Information

Detail	Description
Job title	Product Manager
Contract Type	Permanent
Job Family	Professional/Specialist
Job Grade	B
Salary Band	P3
Departments / Location	Governance - CIPS UK – Head Office
Reports to	Head of Product Development
Direct Reports	0
Indirect Reports	0

Job Summary

CIPS is taking bold steps to show our global audience that we are so much more than an ‘awarding body’ to the profession of Procurement and Supply (P&S). You will help us establish ourselves as an inclusive body and the best source of information and education for P&S on the global landscape.

As part of this, CIPS is restructuring itself to return to a much more ‘Product-led’ approach. Reporting directly to the Head of Product Development, this exciting and influential role will play a pivotal part in the development, enhancement, and delivery of a portfolio of products and services, ensuring they meet the needs of our diverse membership and customer community within the profession of Procurement and Supply. We seek a dynamic leader who will work within a matrix environment including Content, Membership, Knowledge, Design and UX professionals. You will work collaboratively across teams to create and execute strategies that drive member acquisition, engagement, satisfaction, and retention.

The Product Manager will be a highly commercial, extroverted, and outward-facing leader, responsible for driving product growth through deep engagement with the market. This role requires regular interaction with corporate clients, branches, and conferences, building strong networks to identify customer needs, buying drivers and commercial opportunities. As a senior representative of CIPS, the Product Manager will confidently engage in strategic discussions at the highest levels, influencing decision-makers and positioning CIPS as a trusted, value-adding partner. They will be agile, fast-moving and highly responsive, with a strong understanding of current market trends, competitive landscapes and emerging thinking, enabling them to innovate, shape compelling propositions and translate external insight into commercially successful product outcomes. The role is heavily externally focused and demands an initiative-taking, entrepreneurial mindset with a clear focus on growth and impact.

You will manage a range of products within our three specific audience segments. You will create the vision for your target audience that will be innovative and drive growth. You will be responsible for the performance KPIs relevant to your portfolio. You will manage the budget share responsibility of the overall Product P&L.

You will be a member of a ‘Guild’ of Product Management along with the Product and Governance Director and two other Product Portfolio Managers.

Key Responsibilities

Product Strategy, Commercial Ownership and Governance

- Own the commercial performance of the product portfolio, including revenue, margin, and growth targets, ensuring clear return on investment throughout the product lifecycle.
- Function as a key conduit for insights relating to regulated products, ensuring market, client and performance intelligence is fed back to relevant regulatory and compliance teams to support effective oversight and commercial decision-making.
- Define and evolve pricing and packaging strategies in collaboration with the relevant teams, supporting sales activity with compelling propositions and client insight.
- Work with the Product and Governance Director and fellow Product Managers to establish and embed a strong product-led operating model across CIPS's global business.
- Define and manage the product roadmap, aligning organisational goals, member needs and market opportunities.
- Establish, monitor, and report on KPIs to track product performance, member value and commercial outcomes.
- Lead the development of robust business cases to inform investment decisions in new products, enhancements, and upgrades.
- Own prioritisation across the portfolio, making clear trade-offs to maximise impact and value.
- Oversee the end-to-product lifecycle, from concept through launch and ongoing optimisation, ensuring timely delivery and high-quality standards.
- Work closely with data colleagues to ensure insight and analytics drive membership growth, engagement, and retention.
- Collaborate with sales, marketing, IT, and member services teams to ensure seamless delivery, adoption, execution, marketing, and communications.
- Manage budgets and resources associated with product development and delivery.

Market Engagement, Fit and Innovation

- Function as an outward-facing ambassador for CIPS, engaging corporate clients, senior stakeholders, and industry leaders.
- Regularly visit clients and branches, and represent CIPS at conferences and events, to gather insight, build relationships and strengthen market presence.
- Lead strategic, senior-level conversations with Stakeholders to shape future propositions and identify opportunities.
- Work closely with regional and membership teams to ensure the voice of members and clients is central to all product decisions.

- Lead go-to-market planning for new and enhanced products, defining clear positioning, differentiation, and value propositions.
- Partner with Marketing to develop strong external messaging, campaigns, and sales enablement materials.
- Proactively identify new product opportunities informed by market trends, emerging needs and developments in the Procurement and Supply profession
- Run experiments, pilots, and proofs of concept to accelerate innovation and test market appetite.
- Explore partnerships and alliances that extend CIPS' reach, capability, and commercial impact.
- Operate with an agile mindset, making rapid, data-driven decisions while balancing strategic intent with pace and execution.
- Contribute to industry thought leadership and represent CIPS in senior-level forums, enhancing credibility and influence.

Performance, Insight and Benchmarking

- Develop and monitor metrics to assess product performance, member satisfaction and engagement.
- Implement strategies to improve member retention and lifetime value through innovative, relevant product offerings.
- Establish effective feedback channels to remain current on professional, market and customer trends.
- Benchmark products against peer and best-in-class membership organisations to ensure a competitive, market-leading offer.

Stakeholder Collaboration and Leadership

- Build strong, effective relationships with internal teams, external partners, and vendors to enhance product outcomes.
- Communicate product strategy, performance, and progress clearly to senior management and key stakeholders.
- Operate effectively within a matrix environment, using influence, diplomacy, and clarity to drive outcomes across teams.

Qualifications & Experience	Desirable	Essential
Educational qualification in procurement or general business		✓
Proven experience as a Product Manager, ideally within a membership organisation, professional body, or similar context.		✓
Experience in managing the P&L of a product portfolio, including budget responsibilities		✓
Strong understanding of product development processes and full lifecycle management.		✓
Excellent communication and interpersonal skills to collaborate effectively with diverse stakeholders.		✓
Analytical mindset with the ability to interpret data and derive actionable insights.		✓
Experience with digital platforms, learning management systems, or membership services is highly desirable.		✓
Strong organisational skills, with the ability to manage multiple projects simultaneously.		✓
Passion for serving and enhancing the professional development of members.		✓
Experience in Agile methodology would be highly desirable.	✓	
Whilst no specific skill in Procurement and Supply is required, experience of this professional body would be advantageous.	✓	

Competencies



Other Information

Terms	Description
Hours	9am to 5pm, Monday to Friday (35 hour contractual working week), but the salary has been structured to take account of the need to occasionally work unsocial hours as required by a global organisation and therefore no additional remuneration will be paid outside of base salary)
Life Assurance	4 times gross annual salary for death in service
Healthcare	We currently offer Private Medical Insurance through BUPA. CIPS will cover you for BUPA select key cover and you can choose to add family members and dental/cash plans for a monthly fee. BUPA also offers a Digital GP service where you can arrange a video GP appointment at any time of the day, normally within 2 hours via a smartphone app.
Pension	Group Personal Pension Plan
Holiday	25 working days holiday plus statutory holidays – holiday year from 1 st January to 31 st December
Bonus	Bonus Scheme – General Staff Bonus. Bonuses are non-contractual, not guaranteed and can be removed at CIPS’ sole discretion. Bonus payments are non-consolidated for all other contractual and non-contractual benefits including (but not limited to) pension and life assurance.