

ROLE PROFILE

Job Title	Digital and IT Manager - Business Systems and Products
Reporting to	Chief of Staff
Line Management responsibility	No
Salary	Competitive
Location	Global Role but individual could be based in India, Pakistan or UK

ROLE OVER VIEW

The British Asian Trust (BAT) is in a dynamic and exciting period of growth. This role will play a vital role in the organisation's development as we build a technology function to support our growth.

We are looking for a hands-on, self-starting Product Manager to own the strategy, development, and day-to-day management of our core business systems, and support us in rolling out AI tools across the organisation. This is a role for someone who thrives in a small team, is comfortable operating autonomously, and isn't afraid to roll up their sleeves. You'll move fluidly between strategic thinking and practical delivery — whether that means configuring a Salesforce workflow yourself, writing a technical specification for a vendor, or presenting a platform roadmap to senior leadership.

Key Responsibilities
Product Strategy & Ownership

- Define and own the product strategy for the organisation's core business systems (Microsoft 365, Salesforce, Atlassian), ensuring alignment with organisational goals
- Act as the primary product owner for cross-platform initiatives, ensuring seamless integration, scalability, and long-term sustainability
- Lead roadmap development and governance, balancing quick wins with strategic investments
- Stay ahead of vendor product roadmaps and industry trends to recommend innovative features, automation opportunities, and best practices

Stakeholder Engagement & Requirements

- Partner with senior stakeholders to identify business needs, translate them into clear technical requirements, and prioritise system enhancements
- Support the mapping and development of business processes, working closely with colleagues to understand current workflows and design improvements
- Drive user adoption, change management, and training programmes to maximise the value and ROI of each platform

Hands-On Delivery

- Get directly involved in system configuration, customisation, and integration work where appropriate — this is not a purely strategic role

- When specialist development is required, scope the work clearly, select and manage vendors or contractors, and ensure quality delivery on time and on budget
- Collaborate across the organisation to deliver system improvements and integrations that streamline workflows and improve user experience

Vendor & Partner Management

- Oversee vendor and partner relationships, including licensing, renewals, support agreements, and external consultancies
- Manage vendor delivery, holding partners accountable for quality, timelines, and value for money

Data Governance, Security & Compliance

- Develop and maintain robust data governance, security, and compliance frameworks across all systems
- Ensure platforms are configured and used in line with organisational policies and regulatory requirements

Performance & Continuous Improvement

- Monitor platform performance, usage, and system health using analytics and user feedback
- Use data to inform continuous improvement and demonstrate the impact of system investments

Key relationships

Internal: Director of Fundraising; Head of Programme Fundraising; Programme Fundraising Manager; Head of Programmes; Programmes staff in-country and the UK; Fundraising Team; Communications Team

External: BAT funding partners, including Trust and Foundations, corporate and statutory donors

Programme Partners including; NGO's, private sector companies and academic institutions
BAT Service Providers, such as IT and database support

Job-related knowledge, skills and experience

Essential:

- Demonstrable experience as a Product Manager, Product Owner, or Business Systems Lead covering multiple platforms
- Hands-on experience with Microsoft 365 and Salesforce
- Ability to work at both strategic and tactical levels — comfortable presenting a roadmap to leadership and then configuring a workflow the same afternoon
- Strong technical aptitude — able to do configuration, low-code/no-code development, and basic integrations yourself

- Proven experience scoping work for and managing external vendors/developers
- Excellent stakeholder management skills, with the ability to translate business needs into technical solutions and vice versa
- Experience with process mapping and business process improvement
- Strong understanding of data governance, security, and compliance principles
- Self-directed, proactive, and comfortable working with minimal supervision in a small team

Desirable

- Salesforce Administrator or Platform App Builder certification
- Experience with Microsoft Power Platform (Power Automate, Power Apps, Power BI)
- Atlassian administration experience (Jira/Confluence configuration, workflows, automation rules)
- Experience with integration tools (e.g. Zapier, MuleSoft, Power Automate, Jira Automation)
- Experience implementing AI tools and platforms
- Background in change management methodologies
- Experience in the not-for-profit, grant-making, or public sector

Key Competencies required for the role:

- **Ownership & autonomy** — takes full responsibility and drives things forward without waiting to be asked
- **Pragmatism** — finds the simplest effective solution, not the most elaborate one
- **Versatility** — moves comfortably between strategy, stakeholder engagement, and hands-on delivery
- **Communication** — explains technical concepts clearly to non-technical audiences and translates business needs into technical requirements
- **Collaboration** — works effectively with colleagues, vendors, and partners despite being part of a small team
- **Continuous improvement mindset** — always looking for ways to make things work better