Product Manager

Custodian of the product practice and strategic direction of the Open Food Network eCommerce platform.

About the Open Food Network

Founded in 2012, we're a group of not-for-profit organisations and cooperatives focused on building a new food system that is fair, local, and transparent.

We believe a sustainable and resilient food system needs to reconnect producers and consumers. We aim to empower people and communities and give them the tools and knowledge to develop the food systems they need for their community.

Our flagship product is an open source software platform that makes it easy for farmers, producers, farmers markets, and other values-aligned enterprises to sell their products online. People have used the software to create farmer food collectives, manage food hubs, to take their farmers' market online with pre-purchases to give stallholders more secure sales, and more. Our vision is to revolutionise the food supply network, and build a world in which short, sustainable distributed food systems thrive.

We are a global network of people and organisations working together to develop open and shared resources, knowledge, and software to support local food enterprises all over the world.

The Open Food Network community has decades of experience in running innovative food enterprises with social and ecological aims. We know that good food can transform our planet and our society. We also know that making values-driven food enterprises work takes commitment, perseverance, partnerships and support.

About the opportunity

Up to now the functions of product management have been done mostly voluntarily by a handful of people who are also running instances of the platform in their own country. They've fit this work in around supporting customers, business admin, fundraising, business development, etc.

However, this model doesn't scale, nor allow for the product-led practice we're hoping to build as we evolve our product to best fit the market and be a valuable tool for community food enterprises.

And so, we find ourselves ready and keen for a most excellent Product Manager to come onboard and help define our product strategy and practice. This person would work closely with the local instance managers, especially those currently involved in product work, with users, and with the software delivery team. They will lead in the creation of product vision and goals, discover and define a roadmap that moves us towards those goals, and help to deliver the roadmap from inception to launch.

It's definitely going to be challenging (but fun!), as the product is deployed and operated in multiple (and increasing) locations around the world by different organisations with needs and priorities that are often the same but sometimes very different. Facilitating the process of prioritisation amongst these, and using both user and business data to drive those decisions, is core to the role.

Key Responsibilities - End to end product lifecycle management. Establish product metrics and track to key success measures. Improve existing product management practices for the global software team who build the product, and with the network of local instances who determine roadmap priorities.

Location - Ideally, the role will be based where we already have team members who work on the product. This means somewhere within or close to the European or Australian time zones. We all work remotely, but we would like the possibility of occasional co-working (in a post-Covid world), and it can get difficult to coordinate team catch ups when too many time zones need to be catered for.

Contact hours - Right now, the role will be a 0.4 FTE position. So around 14 hours per week. We hope to extend this in the future and make it a 0.8 FTE as we recognise the need but don't yet have the funds to make it so.

Given the global nature of the product, there will sometimes be the need to work outside of normal business hours. The good news is that mostly the team in Europe work during daytime hours, a good reason for the role to be based there. If in the Australian time zone there will likely be a need for evening work to crossover with the European day.

We're a super flexible workplace, other than time zone accommodation there's no set expected contact hours. You define when you work, and fit in sessions with others when convenient for all involved.

Package - We have a transparent salary policy, where the team working on the product are paid equally based on their level of experience and their geographical location. The current version of the salary table is in the [OFN contributor handbook](#), and is usually organised as a freelance contract where individuals invoice for the hours done.

About you

We are looking for someone who is values-driven, empathetic, proactive, and imaginative.

You should be the kind of person that takes initiatives and gets shit done.

You have solid experience in product management, including developing successful product strategies, and working with teams in developing and launching product features.

You live by data, every decision you make is evidence-based, and if you don't have the data then you go and find it through metrics or by talking with users.

And most importantly, you deeply believe in our mission of building a better food system by empowering community food enterprises.

You may also: have experience managing ecommerce platforms or other food system software. Or dabble in wireframing and interaction design. And bonus if you have commercial experience managing the P&L for a product and financial metrics.

Interested?

Great! You need to [fill in this form](#) telling us a little about yourself and why you're applying for the role. And if you have any questions, [join our Slack workspace](#) and come say hello in the #join-ofn channel. We'll be available to answer any questions you have in there. 😃

Applications close on July 10, 2020, though if we find someone amazing before then we'll be moving fast to hire them.

We'll send you through a response to let you know whether we'd like to have a chat, never fear, we think it's horrible when you don't hear anything when you've put the hard work in to apply.