Role Description

Product Manager

Who we are:

PikPok is Aotearoa New Zealand's oldest and largest video game developer and publisher. We strive to successfully provide rich game experiences, crafted by talented teams who are curious, take ownership, and collaborate well. We are committed to providing a safe and supportive workplace that enables our teams to make games which will be enjoyed worldwide across mobile, desktop, and console.

What we offer:

In return, we commit to being an employer who values fun and delivery. We pride ourselves in providing a work environment where it is safe to be yourself. Our teams enjoy the satisfaction that comes from creating success and joy, entertaining the world, and working together.

We have a variety of benefits including free personal healthcare, unlimited sick leave, and regular training and personal development opportunities including monthly self-directed Lab Days and yearly Game Jams.

About the Role:

Product Managers ensure the collaborative efforts within the product team, and across the wider studio are effective, with a focus on product thinking, business needs, and two-way communication. Product Managers own the prioritisation of value for a product, and do so by executing the responsibilities listed below.

The Product Manager's responsibilities include:

1. Consistently drives the process of determining Product direction, by:
   - removal of uncertainty around the game's core, design pillars, and ability to be fun, through prototyping, and very short feedback loops.
   - proactively consulting others to supplement their ideas.
   - experimentation, jams, leveraging data, usability tests, research market and competitor research.
   - considering (and proposing) if the product should pivot and change strategy or should persevere and refine it.
2. Consistently engages with stakeholders by
   - proactively engaging stakeholders to follow-up, expose and correct assumptions or misalignment.
   - Primarily communicating game improvements in terms of goals describing intent, highlighting value delivered to users and to PikPok.
   - Actively sharing performance wins and losses, candidly, and with equal vigour, depth of investigation and emphasis on learning.
   - Creating, in consultation with others, and sharing a product roadmap, demonstrating the high-level goals, resourcing, and releases.
   - Proposing features succinctly, ahead of time, with associated budgets which are created, tracked, and adjusted/renegotiated as necessary.
3. Consistently guides the Product Team, by
   - Describing the desired user experience around any game development, utilising as often as appropriate, the game vision, pillars, user personas, the retention journey of users, user motivations and game progression systems.
   - Being able to discuss the visuals, functionality and aspirational 'fantasy' the game offers, at least at a high level.
   - Describing the strategic rationale for any effort to enable the team to best manage scope, quality and timeliness compromises.
   - Contributing to agile artefacts & rituals as required to create scenarios, epics, user stories, storyboards, workflow diagrams and storymaps, fill and manage the product backlog, prioritise it effectively, and write and select sprint goals.
   - In all areas above, appropriately adjusts goals, process, stakeholder engagement and focus of attention in light of new information, strategic developments or progression into different development phases and environments.
4. Taking practical steps to ensure the success of products and projects, by
   - ensuring progress is tracked & involves others, to the level required, in planning, especially around major releases.
   - contributing to design, development, process, and technical documentation as required.
   - facilitating the rollout, launch and ongoing promotions to support the development of assigned products.
   - frequently reviewing KPIs, forming and testing hypotheses around these, and appropriately prioritising the implementation of features, content, quality of life improvements and experiments to drive positive movement in those metrics.
   - liaison with other Product Managers and senior management staff to optimise initiatives, resources, and portfolio performance at the studio level.

5. Demonstrates Professional Growth in line with company value, Be Curious:
    - Demonstrates initiative and ownership to upskill and grow in the following areas
        - As a Leader
            - Accepts the role of de facto team leader, as often as it arises from their central and senior role on a project.
            - Takes time to understand the needs and feelings of the members of the core team.
            - Deals with problematic situations with maturity, fairness, and escalation where appropriate.
            - Grows in ability to apply (or source) different approaches as best fits the environment, including coaching and facilitation.
        - As an Agile Practitioner
            - Increasing skill, familiarity and demonstration in Agile techniques (e.g. Scrum, Kanban, Lean) and rituals (Grooming, Retros, etc).
            - Develop & Apply an Agile Mindset – a thought process that involves understanding, collaborating, learning, and staying flexible to achieve high-performing results.
            - Demonstrates increasing adherence to the values and principles outlined in the Agile Manifesto.
        - As a Product Owner
            - Takes initiative to gain knowledge relevant to the product owner craft.
            - Sees through applying new knowledge or ideas, however gained, to increase skills.
            - Contributes to the Production Department, including sharing learnings with others, and being in mentor/protégé relationships.
6. Contribute to the effective and efficient operations of PikPok by:
    - Participating actively as a member of the PikPok team.
    - Fostering open, two-way communications at all levels.
7. Provide PikPok with professional services which are recognised as:
    - Highly professional and competent.
    - Offering a superior level of service.
    - A source of value-added input.
    - Highly proactive in carrying out its functions.
    - Understanding PikPok strategies/objectives and the support required to achieve these.
8. PikPok's priority is the health and safety of all those around us. Our people are encouraged to work together to provide a safe environment for all, by:
    - Ensuring health and safety procedures are understood and adhered to.
    - Reporting all identified hazards to hr@pikpok.com within five working days.
    - Reporting all accidents, incidents or near misses to hr@pikpok.com within two working days.
    - Participating in Health & Safety training as required.
    - Taking responsibility for personal Health & Safety behaviour in the workplace.
    - Completing any requests to support H&S correction activity in and for the Studio.
    - Actively supporting Health and Safety initiatives in the Studio.
    - Recognising and rewarding positive health and safety behaviours in others.
    - Promote and encourage process improvement opportunities to further improve health and safety.

Stakeholders and key relationships

Internal:

- Reporting Manager (Production Manager)
- Chief Operations Officer.
- Chief Executive Officer.
- Production Managers.
- Product Team Leads.
- Game Data Analysts.
- Market Research.
- Games User Research.

Live the PikPok values

Be Curious

Be interested in everything and ask questions often. Strive to understand our players' needs and follow that through in your work. Be okay with challenging your own preconceptions and established ideas and understand how important this is to growth. Recognise that everyone has something to learn, but also that everyone has something to teach. Bring enthusiasm and passion to your work.

Take Ownership

Take responsibility for your work, be willing to make a commitment and own both successes and failures. Have the maturity to learn from mistakes and be hungry for feedback, and don't let uncertainty result in procrastination. Understand that quality is everyone's business and push yourself and others to own the delivery of that quality. Be reliable, finish what you start, and work to make your contribution the best that it can be.

Collaborate Well

Show a willingness to collaborate and to think beyond yourself. Listen actively to others and strive to acknowledge and appreciate their point of view. Understand that 'you are not your work' and that constructive critique and collaboration is important in making anything the very best that it can be. Understand your shared and common purpose and work to support and nurture your colleagues. Be respectful, be understanding, and be kind.