



Join us on our journey to empower over a million people to change their behaviours and thrive!

At Thrive Tribe we deliver award-winning healthy lifestyle and wellbeing programmes that make people happier and healthier! We're looking for a Product Owner to join our Digital Team. The Product Owner is the link between the people who use our in-house web applications and the developers who build them. You'll make sure the right improvements and fixes get built, in the right order and to a high standard, so our tools keep meeting the needs of our teams, our service users and our contracts. You'll focus on two of our products, Basecamp and Gloji.

The role will also contribute to the continuous improvement of user experience and interface design, helping to ensure products remain intuitive, accessible, and user-focused.

New to Product Ownership? That's exactly who we're looking for.

This is an internal development opportunity, and you don't need any previous Product Owner or technical experience. You'll receive full training in Agile ways of working, managing a backlog and the tools we use (such as Azure DevOps), with ongoing support from our Digital Team and fellow Product Owners.

If you've worked in one of our services, you already understand our service users, our teams and how things work day to day. That insight is exactly what makes a great Product Owner here, and if you use one of our products in your day-to-day work, even better.

Like all roles at Thrive Tribe, you can expect your time at work to be fun, varied and challenging. We don't like to stick to a firm JD as we know from experience that things change throughout the lifetime of a role and it gives our people the chance to play to their strengths.

As you settle into the role, a typical day might include:

- Responding to Freshdesk tickets (support requests raised by colleagues about our digital tools), resolving issues or passing them to the right person
- Testing new features and fixes before they go live, to check they work as expected
- Showing new features to our operational teams, gathering their feedback and turning it into ideas for future improvements
- Sharing ideas to make our tools easier to use, more accessible and more consistent for the people who rely on them
- Working closely with developers and colleagues to understand what's needed and why

As you grow in confidence, you'll also:

- Take ownership of Basecamp and Gloji, looking after their ongoing development, improvements and issue resolution
- Manage and prioritise the product backlog (the “to-do list” of improvements and fixes) in line with business priorities and our contractual commitments
- Write clear, well-defined tickets (requests for the development team), including acceptance criteria: the checks that tell us a piece of work is done
- Lead the team's regular Agile meetings, including:
 - Daily stand-ups – short check-ins on progress
 - Backlog refinement – reviewing and preparing upcoming work
 - Sprint planning – agreeing what to deliver next
 - Sprint review – showing colleagues what's been delivered and gathering their feedback
 - Retrospectives – looking back at what went well and what could be better
- Support and deliver training for colleagues on new systems and features – for example, as we move from Microsoft Bookings to Dynamics
- Monitor how our products are performing and spot opportunities to improve them
- Support other Product Owners and team members, contributing to shared goals and balancing the workload

Like everyone at Thrive Tribe, you'll also be:

- Working with colleagues across all of our Thrive Tribe services to contribute to new projects and service developments – we're always looking to share knowledge and resources!
- Ensuring due consideration is given to our Safeguarding, Information Governance and Clinical Governance policies and procedures. To ensure safer recruitment and safeguarding for all we adopt pre-employment processes, including DBS checks.
- Helping us maintain the ethos of Thrive Tribe by driving our organisational culture forward across our services and using every opportunity to embed our values!

About you...

More than anything, we are looking for a team player who puts their heart into their work. We've got some core values that run through everything we do, and we'd love it if they resonate with you too!

Be the change

You like helping people. By improving the digital tools our colleagues and service users rely on, you'll help empower the people who need us most to make positive changes and thrive.

Be effective

You're patient and can adapt under pressure. Always happy to make time for other people. And have a great attitude.

Be happy

You recognise the power of a smile. You value a fun, supportive workplace and want to come to work raring to go (check out our rating on Glassdoor).

Be successful

You are motivated and driven. Happy working solo or as part of a team, you love meeting targets. And will be given opportunities to contribute and develop your career.

Be big-hearted

You want to make a difference. Working with a like-minded team of optimistic people, we want the same thing to do meaningful work and change lives.

Skills & Experience

You don't need to tick every box. We're looking for potential and the right attitude as much as experience.

A good understanding of one of our products, ideally from using it in your day-to-day work

Clear, precise written communication – for example, explaining a problem or process so someone else can act on it

Strong attention to detail – you notice when something doesn't look or work quite right

Able to juggle competing requests and decide what matters most

Confident working with people across different teams, including frontline and operational colleagues

Comfortable using digital systems and keen to learn new tools

Curious about how things work and motivated to make them better

A user-focused mindset – you care about the experience of the people using our services

Desirable

Familiarity with Basecamp / Gloji, either as a colleague or from supporting service users who use it

Knowledge of Thrive Tribe's services, service users or operational processes

Any experience of Agile ways of working or tools such as Azure DevOps

Experience of logging, handling or resolving support requests (e.g. through Freshdesk)

Experience of testing systems, checking processes or quality assurance of any kind

An interest in user experience, accessibility or digital products

Key Behaviours

Proactive and organised

Collaborative team player

Problem-solver with a pragmatic approach

Detail-oriented with a focus on quality delivery

User-focused mindset with an interest in continuous improvement

Perks...

Every person makes Thrive Tribe the incredible place it is to work and play together, we're unstoppable. Within our buzzing environment our talented people work hard but we ensure lots of fun is thrown in too! We offer you;

- **Flexible working** – we're serious about life/work balance!
- Access to **Mental Health First Aid training**, and other training courses.
- Tailored **health and wellbeing support**.
- **Full training and development** in Product Ownership and Agile ways of working.

Contract: 37.5 hours per week (Full Time), Permanent

Ordinarily we expect that you will be working 37.5 hours per week.

Salary: £30,000 - £31,000 per annum

Location: Remote with occasional travel to Stratford (*Please note, the successful applicant will be required to have the right to work in the UK.*)

How to apply

This role is open to internal applicants. For an informal chat about the role, contact Poonam Ahuja at Poonam.ahuja@thrivetribe.org.uk. Please let your line manager know before applying, and apply by 09/10/2026 via an email to Poonam with your CV and Covering letter.