PRODUCT MANAGER

Join a team that defies ordinary

LOCATION	HOURS	CONTRACT	EXPERIENCE
Braintree, Essex	Full-Time · Mon–Fri, 9–5:30	Permanent	2+ Years

ABOUT LOLLY

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector, producing a wide range of state-of-the-art solutions including robot waiters, facial verification, mobile apps, EPoS and payment systems.

Our mission: make technology simple, with best-in-class solutions, reliable intuitive tech, and first-class after-sales care.

"Defy Ordinary." *We want your passion to drive change and take us on a journey.*

ABOUT THE ROLE

As a Product Manager at Lolly, you will help shape and deliver key product areas across our suite, ensuring what we build is customer-focused, commercially viable, technically robust and scalable. You will work across a full stack of hardware, software and services, including EPoS systems, mobile apps, payment integrations and emerging AI capabilities, serving customers across hospitality, education and healthcare.

Working closely with Engineering, commercial and operational teams, you will turn customer insight into clear, well-prioritised product direction and see features through from discovery to delivery and beyond.

Lolly is a fast-moving business where priorities can shift quickly. We are looking for someone with a proven track record in fast-paced environments, who thrives on pace and change, and who has the resilience, adaptability and communication skills to keep teams aligned and deliver with confidence.

RESPONSIBILITIES

Product & Roadmap

- Own features and product areas through the full lifecycle, from discovery to delivery and iteration.
- Contribute to product roadmaps that align with wider business strategy.
- Prioritise the backlog by customer value, commercial impact and technical feasibility.
- Define success measures for your features and track outcomes after release.

Customer & Business Alignment

- Act as a voice of the customer across hospitality, education and healthcare.
- Gather and synthesise insight from Account Management, Sales, Support and direct customer engagement.
- Ensure product decisions support adoption, usability and long-term customer success.
- Keep up to date with market trends, competitor activity and AI-enabled technology.

Execution & Delivery

- Work with Engineering to write clear user stories, requirements and acceptance criteria.
- Balance trade-offs between speed, quality and scope.
- Support pilots, controlled rollouts and phased deployments in live customer environments.
- Partner with Projects and Training to ensure features are deployable and supportable.
- Use data, analytics and hypothesis-driven development to iterate based on evidence.

Governance & Quality

- Consider payments regulation, security and compliance in product decisions.
- Maintain accurate product documentation for internal teams and customers.
- Monitor product performance, customer feedback and operational data, flagging risks and dependencies early.

KEY SKILLS & REQUIREMENTS

Essential

Experience	2+ years in Product Management within a SaaS or scalable, product-first technology business
Product Craft	Hands-on experience with discovery, backlog management, user stories and acceptance criteria
Technical Understanding	Confident discussing complex platforms, integrations and APIs with engineers
Cross-Functional	Experience working with engineering, commercial and operational teams
Data-Led	Able to use analytics and customer feedback to inform decisions
Agile	Experience delivering in Agile environments
Pace & Resilience	A proven track record in fast-paced environments, staying calm, adaptable and organised as priorities change
Soft Skills	Clear communication, strong prioritisation and sound decision-making

Desirable

- Experience with EPoS, payments or hospitality technology
- Exposure to fintech or other regulated environments
- Experience with AI-driven or data-led products
- Experience supporting multi-product or multi-sector platforms
- Product management or agile certifications
- Degree in a relevant field or equivalent industry experience

WHY JOIN LOLLY?

Growth
Continued training and development to help you progress personally and professionally.

Ownership
Your success is paramount to ours: you get the right tools, support and platform.

Culture & Inclusion
A fun, creative environment where different perspectives make us stronger.

Cutting-Edge Tech
Work with robot waiters, AI solutions, facial verification and more.

HIRING PROCESS

01 Apply

02 Teams Chat

03 Interview

04 Offer

We review applications on an individual basis. If we feel you would be a good fit, we will invite you to a Teams chat for an informal discussion: a friendly conversation where you can learn more about the role and tell us your story.

We know great candidates won't meet every requirement. If you can see yourself elevating the team, we want to hear your story. Few of us would be here had we not taken a chance.

Ready to shape the future of hospitality technology? Get in touch at careers@itslolly.com