Product Manager

Company	Sycous Limited	Team	Development Team
Date Posted	June 2025	Mentor	Product and Development Director
Start Date	July 2025	Role Type	Permanent / Full Time

Role Overview

Sycous provide metering and billing services to energy networks across the UK. Our team are responsible for delivering customer support, engineering services, product supply and software development for the operators of heat networks.

We have an in-house software development team, who work on producing software applications that support our own internal operations, as well as being utilised as SaaS applications by our customers who own or administer heat networks.

We are looking for a Product Manager to join the development team. This role will be focused on enabling, understanding and delivering wider business objectives, working across business areas. You will take ownership of product management for our range of software products and see the improvement of existing products alongside the implementation of new ones.

The Product Manager role works closely alongside our Development eam, our Commercial team, software users and customers to develop a thorough understanding of any the requirements for our software development roadmap. This will include looking for opportunities to improve current features, identifying new features that could aid in addressing issues, improving experience or addressing changing compliance requirements.

The Product Manager will also be required to work with Product Owners to ensure our backlog items and roadmap are properly prioritised to make a maximum impact for our customers.

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Sycous Limited is Registered in England and Wales. Company Number 08836039

Key Responsibilities

- Understanding our full range of products and services and how these are reflected in the functionality of our system, as well as the functional user-perspective use of features
- Developing a deep understanding of the real-world requirements of customers, to refine how we deliver functionality within the software. Achieved through customer outreach, internal stakeholder outreach, and specific commercial team feedback and system analytics.
- Utilising the outcomes of the system understanding and requirements translate into software requirements
- Managing software development scope by making trade-offs between software requirements, speed, cost, time and security.
- Developing detailed feature requirements, supported by the product owners.
- Prioritising software development features
- Support the wider business in developing the objectives for successful solutions, and monitoring to make sure these are met.
- Tracking progress against wider plans and identifying remedies or actions required for variances as soon as identified.
- Working closely with the software development manager to ensure the requirements are understood so an appropriately skilled team can be maintained.
- Ensuring we maximise the overall value of improvements for customers.
- Supporting in sprint planning for developers with product owners, and helping to undertake the agile development process where required
- Engaging with clients to get feedback on features to be created and that have been recently created
- Setting the goals for Product Owners so that the backlog can be clearly expressed and items can be ordered to best achieve goals.
- Liaising with Product Owners to understand any variance between sprint plans and achievements and tracking to make sure issues don't build over time.
- Helping to create specifications in the form of actionable user stories as well as building business acceptance criteria prior to the development of a functionality for the more complex system requirements
- Facilitating internal meetings between development and business to ensure constant collaboration throughout the development process
- Being involved with ongoing testing efforts to ensure the functionality meets the criteria and would hence satisfy the customers' needs.
- Ensuring a smooth roll out of new features, involving the wider team where necessary.
- Attending pre-sales and post-sales in client meetings with the Commercial team or Product Owners
- Attending update meetings with clients to ensure communication and feedback is collected.

- Mentoring of product owners

Competencies

Essential

- Team management experience
- Problem solving and initiative
- Strong communication skills and ability to influence stakeholders at various levels
- Team player
- Knowledge of billing systems
- An openness to develop skills in Power BI use
- Experience in engaging with customers
- Experience in use of, or development of SaaS software
- Good IT skills, especially Microsoft products including Excel

Desirable

- Experience in product management/product ownership
- Power BI experience
- Experience of the energy sector, metering or billing industry

Future Progression

We believe in investing in our team, enabling us to grow together and take on new challenges, which includes training and support from an individual mentor. Opportunities available both in Development and other teams, with support available for individual personal development. Would welcome the opportunity to discuss with individuals.

Renumeration

Band: S4 Private Health Care, Health Reimbursement, Pension, Referral Program, Wellness Program, Sick Pay, Casual Dress and more

Location

Reporting office: Leeds

Based: Leeds/Home. Travel may be required for training or other tasks in very limited circumstances with potential overnight stays.

About Sycous

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We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.

sycous.com

mysycous.com

sycous.com/solutions/mabdeck-software

sycous.com/orbit

hiuservice.co.uk