

## Lead Artificial Intelligence Products Manager

<b>Grade:</b>	SMR A	<b>Date:</b>	October 2025
<b>Post No.</b>	TBC	<b>Evaluation No.</b>	LBN 819
<b>Directorate:</b>	Resources / Digital, Data and Service Design		
<b>Reports to:</b>	Head of Data		

Budget Responsibility	No. of Direct Reports
£500,000	Matrix Management

### Overall Purpose of this Role

The post holder will join the Digital, Data and Service Design service as the Lead Artificial Intelligence Products Manager, responsible for driving the development, evaluation and responsible management of AI-powered tools across the organisation. The role will:

- Lead and provide product leadership by owning the strategy and roadmap for AI products within their portfolio.
- Lead on the technical assessment of capabilities of off-the-shelf AI solutions to determine their suitability for specific service area needs and lead on their integration into existing systems and workflows.
- Lead the implementation and ongoing product management of AI applications, ensuring alignment with our service goals, user needs and technical standards.
- Lead on AI-related data governance across the organisation, ensuring compliance with ethical, legal and organisational standards for data use.
- Lead on delivering our AI strategy, supported by robust policies, governance frameworks and best practice guidance. Your work will ensure AI is deployed safely, effectively and transparently across the organisation.
- Lead on promoting AI literacy and responsible innovation by providing guidance, delivering training, and sharing best practices across all teams. Build and maintain strong relationships with senior managers to support the delivery of AI products relevant to the services.

## Key Responsibilities

Key responsibilities below are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time

- 1 Lead the implementation of AI products**

Lead the development, evaluation, and governance of AI-powered tools across the organisation, ensuring their effective adoption in line with strategic and operational goals. This includes assessing and implementing AI solutions—such as off-the-shelf tools—that fulfil the organisation’s specific requirements. Take ownership of a varied portfolio of AI products, including Microsoft Copilot and Magic Notes, by establishing and clearly articulating a compelling product vision, strategy, and achievable objectives.
- 2 Manage the complete lifecycle of AI products and roadmap**

Oversee the ongoing management of your AI product portfolio, ensuring it consistently aligns with the organisation’s overarching AI strategy. Champion and lead pilot projects and proof-of-concept initiatives to assess the feasibility, value and impact of AI technologies, and drive the evaluation and implementation of AI solutions—including off-the-shelf tools—that address the organisation’s strategic and operational requirements.
- 3 Lead the development and delivery of AI strategy**

Take the lead on development and implementing the organisation’s AI strategy, ensuring it is closely integrated with wider digital and data transformation goals. Develop and manage a detailed roadmap for AI products within your area of responsibility, clearly outlining delivery schedules and anticipated results to provide transparency and drive progress.
- 4 Lead on AI governance**

Provide leadership in AI governance by proactively identifying and managing the ethical, reputational, legal and operational risks associated with AI adoption. Take responsibility for developing, continuously refining and promoting robust AI governance frameworks, policies and supporting guidance to ensure the organisation’s use of AI tools remains ethical, transparent and secure, and is understood by all relevant stakeholders.
- 5 Lead on organisational capacity building**

Oversee data management practices related to AI systems, ensuring high standards of data quality, security, fairness and accountability are maintained throughout the organisation, while simultaneously promoting AI literacy and responsible innovation by providing guidance, training and sharing best practices across all teams.
- 6 AI innovation and sector awareness**

Remain attentive to emerging AI technologies and digital trends, actively seeking opportunities that could bring value to Newham Council. Encourage an organisational culture of innovation and experimentation by inspiring teams to explore and adopt new tools and methodologies, thereby ensuring a results-driven approach that takes the organisation forward on its transformation journey.
- 7 Stakeholder management and user engagement**

Provide comprehensive updates on delivery progress and key success metrics to senior leadership, including the Executive Director. Maintain regular engagement with service managers to support the effective delivery of core corporate functions across relevant services, ensuring transparency and alignment with organisational objectives.

## Areas of Knowledge and Understanding Required from Senior Managers

### Strategy

Effective strategy formulation is crucial for achieving organisational goals and ensuring long-term success. It involves setting clear objectives, analysing internal and external environments, and developing actionable plans to navigate challenges and seize opportunities. A well-defined strategy aligns the organisation's resources and efforts towards a common vision, fostering coherence and direction across all levels. By continuously monitoring and adjusting the strategy in response to changing circumstances, organisations can maintain their competitive edge and drive sustainable growth.

### Service Quality

Service quality is the cornerstone of customer satisfaction and loyalty. It encompasses the consistent delivery of reliable, responsive, and empathetic services that meet or exceed customer expectations. High service quality is achieved through well-trained staff, efficient processes, and a customer-centric culture. By actively seeking feedback and continuously improving service delivery, organisations can build strong relationships with their customers, enhance their reputation, and differentiate themselves in the marketplace.

### Performance

Performance management is essential for maximising organisational efficiency and effectiveness. It involves setting performance standards, monitoring progress, and providing feedback to ensure that employees and teams are meeting their objectives. By fostering a culture of accountability and continuous improvement, performance management helps identify areas for development and recognise achievements. This process not only enhances individual and team performance but also contributes to the overall success of the organisation.

### Resource Management

Resource management is the strategic allocation and utilisation of an organisation's assets, including human, financial, and physical resources. Effective resource management ensures that resources are used efficiently and effectively to achieve organisational goals. This involves planning, monitoring, and controlling resources to avoid waste and maximise value. By optimising resource allocation, organisations can improve productivity, reduce costs, and enhance their ability to respond to changing demands and opportunities.

### Leadership and Culture

Leadership and culture are fundamental to shaping an organisation's identity and driving its success. Effective leadership inspires and motivates employees, fosters innovation, and guides the organisation through change. A positive organisational culture, characterised by shared values, trust, and collaboration, enhances employee engagement and performance. By cultivating strong leadership and a supportive culture, organisations can create an environment where employees thrive, and collective goals are achieved.

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environment where employees thrive, and collective goals are achieved. **Accountability** ensures that leaders and employees alike take responsibility for their actions and decisions, fostering a sense of ownership and integrity. Additionally, embracing **Equity, Diversity, and Inclusion (EDI)** promotes a workplace where diverse perspectives are valued, leading to more innovative solutions and a stronger, more cohesive team.

## Key Statements – Working for Newham Council

### People at the Heart of Everything We Do

You must be committed to putting people – Newham residents and Council staff – at the heart of everything you do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### Protecting our Staff and Services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### Corporate Parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

### H.E.A.R.T Values

All employees should familiarise themselves with and fully embrace our HEART values. These core values and behaviours of Honesty, Equality, Ambition, Respect and Together belong to everyone at the council and we all have a responsibility to practise them and make sure they are visible in everything we do.

## Personal Specification

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

Person Specification Requirements	Assessment Method (A/I/T)
<b>Qualification Requirement</b>	
Degree in a related subject area is desirable or relevant industry qualifications.	Application
<b>Knowledge</b>	

Good understanding of product management profession and skills.	Application / Interview	
Good understanding and experience of product thinking and product development lifecycle.	Application / Interview	
Good understanding of AI/ML technologies with knowledge of deploying and managing solutions in cloud environment.	Interview / Test	
Good understanding of core AI frameworks and concepts such as Large Language Models (LLMs), RAG, Prompt Engineering and AI Builder.	Interview / Test	
Good understanding of data protection legislation and regulatory frameworks related to sensitive and PPI data.	Application / Interview	
Good understanding of the local government or comparable public sector environment, including service delivery challenges, data requirements and engagement with a broad range of stakeholders and users.	Application / Interview	
<b>Skills</b>		
Demonstrates the ability to evaluate and select suitable AI technologies for specific use cases, including Microsoft products such as Azure OpenAI, Azure AI Builder, Copilot Studio and Teams Premium.	Application / Interview	
Skilled in identifying business requirements and managing products and services that generate continuous insight and value for staff and residents.	Application / Interview	
Skilled at capturing stakeholder needs and translating them into clear technical requirements for development teams.	Application / Interview	
Strong negotiation skills and the ability to influence decisions and processes that impact the Council.	Application / Interview	
Strong communication skills with the capability to engage directors and senior managers to understand and meet evolving performance reporting requirements.	Interview / Test	
<b>Experience</b>		
Demonstrated leadership and management experience within governance and AI-focused environments, with a strong track record of mentoring teams and collaborating effectively with Digital, Data and Technology teams, senior managers, and external partners.	Interview / Test	
Experience in overseeing the design, deployment, and maintenance of AI solutions across the entire lifecycle, from initial concept and development through to implementation and ongoing support.	Application / Interview	
Experience in designing, implementing and overseeing AI governance frameworks and policies, ensuring alignment with regulatory requirements.	Application / Interview	
Experience in building and maintaining positive stakeholder relationships, including the ability to negotiate and influence on complex or sensitive issues.	Application / Interview	
Experience in defining product approaches, building product roadmaps and coaching others in product management.	Application / Interview	
<b>Additional Requirements</b>		
DBS	Yes	Level (Basic)
Politically Restricted Post	No	
Participate in monthly on call rota	No	