Job Title	Head of Product
Sub Business Unit	Restore Information Management
Department.	Product
Location	UK (Flexible – Hybrid Working)
Reports to (direct)	Managing Director of Restore Information Management

About Restore PLC

Restore PLC is the UK's largest independent document and business lifecycle services provider, We provide integrated information and data management, business digitisation, secure recycling of paper and technology assets. Restore provides mission-critical services through five specialist divisions, operating from over 80 UK locations.

About Restore Information Management

Restore Information Management is the leading UK owned provider of information management services. Specialising in secure document storage, scanning, digital mailrooms, outbound communications and hosting. Our approach helps organisations protect, transform and access their information seamlessly and efficiently. With a focus on innovation and customer-focused solutions, we help organisations streamline and management their information and communications to stay competitive in today's fast-paced market.

Role Purpose:

We are hiring a Head of Product / Product Lead to shape and lead product capability within a growing, technology-enabled services business. This role will focus on building new digital service propositions across document management, integration, and AI-led solutions.

This is a highly strategic role with a strong commercial focus, responsible for identifying and delivering new revenue-generating services aligned to customer demand and emerging technology.

Why this role exists:

The business has strong core services but lacks structured product capability.

This role has been created to:

- Define and own product strategy
- Unlock additional value from existing services
- Identify new revenue streams
- Bring together digital, AI, and integration capabilities into market-facing propositions
- develop and implement a roadmap to improve existing digital services

As Head of Product / Product Director, you will operate at a strategic level, working closely with senior leadership and customers to shape the future direction of the business reporting into the Managing Director.

Key Tasks:

- Define and own product vision across digital and service-based offerings
- Identify opportunities to productise existing capabilities
- Engage with customers to understand demand and market needs
- Develop new service propositions aligned to integration and digital ecosystems
- Work with software engineers and infrastructure architects to bring services to market
- Identify how AI and emerging technologies can enhance offerings
- Build commercially viable propositions that drive revenue growth
- Align services to existing customer portfolios and expand into new markets
- review existing Digital services and recommend what we should do more of, start doing and stop doing
- position us as the natural bridge between customers physical to digital data transformations

Skills, Knowledge & Experience required:

Essential

- Proven experience in product leadership or product strategy roles
- Strong track record of building or shaping new service or product propositions
- Experience operating in technology-led environments
- Ability to bridge customer demand, technology capability, and commercial outcomes
- Strong understanding of digital services, integration, and emerging technologies including AI
- Familiar with Document process Outsourcing and Intelligent Data Processing
- Experience working with engineering and technical teams
- Strategic mindset with a focus on delivering tangible business outcomes
- Ability to engage and influence senior stakeholders and decision-makers

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Preferred

- Experience within document management, information management, or similar sectors
- Exposure to AI-driven services, data extraction, or digital transformation solutions
- Experience building propositions within non-SaaS, service-led organisations

Key Considerations:

- This is not a delivery, project, or programme management role
- This is not a purely SaaS product position
- This is not a sales role, although strong commercial awareness is essential

What Success Looks Like:

- Clear product strategy defined and aligned with business objectives
- New service propositions launched into the market
- Increased revenue from existing and new customers
- Improved positioning of the organisation as a digital and technology-led provider
- be known as the bridge between physical and digital data

Why Join:

- Opportunity to build a product capability from the ground up
- High visibility role with direct access to senior leadership
- Significant autonomy and influence
- Flexible working model across UK locations
- Opportunity to shape the future direction of a growing business

Compliance Requirements:

- Adhere to all site accreditations that need to be upheld.
- Support the Service Delivery Manager and quality team with internal and external audits.
- Ensure compliance regarding code of conduct, quality management systems, BCP, environmental, information security, legal admissibility in accordance with the Company guidelines.
- Completion of all mandatory ISO management system and BS 10008 awareness training is required to be completed on annual basis.
- Compliance with ISO 9001 Quality Management, ISO 45001 Occupational Health & Safety, ISO 27001 Information Security, BS 10008 Evidential Weight & Legal Admissibility Management system requirements as defined in all applicable policies, procedures, and training & awareness requirements.
- Adherence to the company Acceptable Use Policy.

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Other Information:

LINE MANAGEMENT:

- Function employees

CONTACT WITH OTHERS:

- Primarily:
  - SLT members, Regional Managers, Suppliers, Operations, Sales & Central Functions SME's

*** The above is not an exhaustive list but an outline of all Service Delivery Operational duties. All Restore colleagues are advised that they may be asked to perform tasks and be given responsibilities as reasonably requested.

APPROVALS:

Director of People	**Post Holder**
Name:	Name:
……..	…….……..
Signature:……	Signature:……
Date:……	Date:……

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