Senior Manager, Product

52% of the world can't access healthcare: we're a business that does something about it. Join us.

How does it work? We've built an app that works offline, and then go to more rural areas and train the health workers and independent people to be a decentralised network of field agents. They collect data on health needs, run targeted awareness and screening campaigns (which is productised and funded by a huge range of global companies) and then order and manage the distribution of private sector medicines, insurance plans and community health products! We're now looking to enhance this platform more, and become a comprehensive, end-to-end health service for less urbanised.

This isn't an easy task, but we're doing it – this isn't all talk! 5 countries, 5,500 agents trained, 50 core staff, and 500,000 lives touched so far. Most of this growth came in 2021, and we are planning to double this in the next six months too...

Why work with us? We are a tech start-up, in a unique space, with a new value proposition to build a socially minded business models for half the planet. You get to be creative, move fast, own truly important things, grow, and help people. We're not a charity either, we are redesigning how affordable healthcare is delivered through truly innovative business and service delivery models – we've raised VC money and are revenue generating and are focusing on our scale up.

We already work with over half of the world's largest pharmaceutical companies and have footholds in five markets, including India and Indonesia (with close to 20% of the world population there – with more growth and partnerships planned), and Philippines, Cambodia, and Kenya too! We're just getting started though, so get onboard: do something that matters.

Learn more on our website, find some of our features in the news (Tech in Asia , Straits Times, with our founder story , or Facebook talking about us? Or just Google reach52!), watch this explainer video – or just get in touch! 😊

Who are we looking for?

We are seeking an experienced Senior Product Manager to lead product management at reach52, and the ideal candidate is passionate about our mission to deliver healthcare through offline-first digital health models in rural areas. They would have worked in healthcare and digital health and have a strong track record of balancing the needs of our users, partners, suppliers, and the business team in a fast-paced, dynamic startup environment.

Ideally, they would have been exposed to teams and work in different countries and cultures globally. Most importantly, they should be able to craft a strong vision for our product line for the years to come as we experience rapid growth across multiple sectors and countries and different modalities of interactions with users (e.g. features for end-users including mobile payments, points, appointment booking, teleconsultation, functions for our Agents on the ground to manage supply chain and their daily tasks, suppliers and partners)—think like Grab/Uber, but for health!

They should ideally be familiar from the domain perspective, with health/fintech/consumer and agent model apps, etc. and from the technical perspective, with our core tech stack. Ideally, they would have the vision of how to integrate the product strategy with a broader data strategy across the company, and the ideal flow of the user experience across different entry points into our ecosystem.

We operate in five markets, so exposure to working with international teams and end users globally will be desirable. We've also just launched a renewed version of the reach52 app, and the successful candidate will play an integral role in our next phase of growth as we continually improve to build product that users will love. And this could be you!

Title: Senior Manager, Product
Employment: Permanent with 3 months' probation
Start Date: ASAP
Location: Singapore or Bangalore
Reporting to: CEO (CTO in the future)

What you'll do

The core role scope and responsibilities will be:

- Work as part of the Management Team at reach52 to deliver a broad range of strategic initiatives in our product and data roadmap – ensuring our vision and mission, with the service model, becomes digital!
- Lead the research and design of our tech product (version 2.0 of our current app) – listening to users, scoping features, working with the business
- Build an app that users will love, incorporating design thinking methodologies with the understanding of limitations in low resource settings – working closely with the Devs, stand-ups, and getting features shipped
- Manage and support the Engineering team across Philippines and India to deliver requirements/design, as well as outsourced development partners, for product development in a timely manner
- Support quality assurance team and ensure our product is rigorously tested and meets specification – alpha/beta test with users, get it deployed
- Work closely with our Infrastructure Manager to ensure robust operations of our product for an affordable price (through an efficient use of cloud-based resources)
- Teambuilder: Leads by example, inspires team, respected for technical capability
- Track, analyse and monitor technology performance metrics – look at what else we can do, suggest product enhancements and new business model ideas
- Work closely with Management, Business Development and Operations to define needs and align to our roadmap

Who you are (probably!)

We're reasonably sure you should have a profile like this, but we can flex sometimes:

- 6-10 years of industry experience with 5+ years of experience in product or related discipline
- Deep knowledge of architecture and design – from UI, UX, customer journeys… right through to the application and schemas!
- Knowledge of healthtech/digital health is strongly preferred – or a knowledge of insurance/fintech, or supply chain management… This is quite a unique space we're in, and this will allow you to thrive 😊
- Strategic thinker that can understand the myriad of healthcare issues across competing priorities and fragmented stakeholders – and make it all work better through an awesome product and future roadmap to address challenges
- Hands on experience with complex project management, comfortably with Agile and Scrum-based working
- Outstanding communication, interpersonal and leadership skills – we want to build a team and get you in front of our clients and partners to understand stakeholder needs, win new business, and create a holistic product strategy!
- Excellent organisational and time-management skills, proactive problem solver, attention to detail is really important to deliver in a small organisation in the healthcare space!
- Strong grasp of our tech stack at Product level:
    - Cloud platforms
    - Kotlin / node.JS / ReactJS / AngularJS
    - SQL and NoSQL database design and replication
    - Website / API security
    - Application integration and microservices
    - Design of offline services
    - Containerisation (docker)
- Willingness and ability to travel in the region, and to rural areas – got to get out and see the users when COVID subsides!
- Loves teambuilding – as Product will become a core function as we scale up
- Love dynamism and an ever-changing set of challenges and projects to work on

Up for it? Love it! Ship your CV, and introduce yourself, to operations@reach52.com!