

Job Description

TouchPlus Technologies Ltd · A NAVI Group Company

Product Manager, dispenSense

Role title	Product Manager, dispenSense
Employing entity	TouchPlus Technologies Ltd, a NAVI Group company
Function	Technology
Reports to	Senior Software Engineering Manager
Key partners	Product Architect, Business Analysts, NPD and SRE Teams, Sales, Customer Support, CEO / Strategy & Innovation Office
Direct reports	None (provides functional product direction to the three dispenSense Business Analysts)
Status	Permanent, ful_FINAL-time

1. Role Purpose

dispenSense is one of NAVI's most strategically important products and a cornerstone of our future integrated pharmacy ERP. Used by pharmacies across Ireland to dispense safely and efficiently, it directly shapes pharmacist workflows and patient outcomes. The Product Manager is the voice of pharmacists and patients within the dispenSense team, translating the realities of pharmacy practice into a clear, prioritised roadmap, and partnering with engineering, sales and customer support to deliver features that customers genuinely value, at pace and with quality.

2. Outcomes

Success in the role is measured against four outcomes:

- 1. A clear, customer-led product roadmap** for dispenSense that aligns with NAVI's strategic intent and balances near-term customer value with the longer-term ERP integration, trusted by leadership, sales and customer support, and backed by a healthy pipeline of validated opportunities ready for delivery.
- 2. A meaningful, sustained improvement in delivery cadence and predictability:** More high-value features reaching pharmacists, with confidence that what is committed will land.
- 3. Product quality and safety:** A visible reduction in production incidents, severity-1 or safety issues and support burden per pharmacy, with a stable trajectory quarter on quarter.
- 4. Customer growth and retention:** Measurable growth in new pharmacy onboardings and depth of feature adoption in the existing base, alongside improved engagement, advocacy and retention.

3. Role Responsibilities

Product strategy and roadmap

- Own the dispenSense product roadmap end to end, aligned to NAVI's strategic direction and the wider ERP integration.
- Translate NAVI's strategic priorities, customer signals, regulatory developments and competitive intelligence into a coherent product vision.

Customer discovery and prioritisation

- Build and run a structured customer discovery cadence - pharmacist interviews, on-site visits, advisory groups, usage data, customer metrics and feedback.
- Establish evidence-based prioritisation that balances customer value, commercial opportunity, technical health and strategic fit.
- Hold the line on prioritisation under competing demands, with the discipline to say "not yet" or "no".
- Document customer problems, journeys and pain points in clear, accessible briefs that drive shared understanding across product, engineering, sales and customer support.
- Surface and challenge unstated assumptions in feature requests and stakeholder asks.

Regulatory awareness and patient safety

- Stay close to Irish pharmacy regulation and practice, including HSE, IPU and PSI developments, and translate emerging requirements into prioritised backlog items delivered ahead of need.
- Treat patient safety as a first-class roadmap input, not an afterthought - ensuring dispenSense workflows reflect safe, real-world dispensing practice.
- Maintain GDPR and data-protection awareness for a system handling sensitive pharmacy and patient data, and ensure new features are designed with these obligations in mind.
- Track the competitive landscape and adjacent healthcare-IT direction (e.g., HSE / EMR integration, wholesaler interfaces), advising leadership on feature gaps, threats and opportunities.

Backlog ownership and delivery partnership

- Own and groom the prioritised dispenSense product backlog, providing the BAs with clear direction, context and acceptance criteria.
- Author clear product briefs and requirement documents that articulate the problem, target outcome, success measures and non-functional considerations - giving BAs a strong foundation to develop detailed user stories and engineering teams a clear line of sight to the "why".
- Partner with Customer Support to triage and prioritise product defects. Strike the right balance between defect resolution and new feature delivery in the backlog.
- Partner closely with the Senior Software Engineering Manager, Project Managers, and Product Architect to balance feature development, technical health, and reliability.

- Hold acceptance authority on whether delivered features meet customer needs and quality expectations - with customer support running the mechanics of user acceptance testing and engineering owning technical quality.
- Own dispenSense release communications - release notes, customer-facing change communications and training collateral.

Stakeholder and commercial

- Be the single point of accountability for dispenSense product decisions, communicating the "why" as clearly as the "what".
- Deliver regular education and awareness updates across the business, and provide product insight and knowledge upskilling to customer-facing teams.
- Provide regular, honest progress updates to the CEO, leadership team and pharmacy customers - celebrating wins and being straight about challenges.
- Track adoption and usage at feature level, and act on what the data says. Identify opportunities for monetisation, cross-sell and expansion.

AI and continuous improvement

- Actively explore where AI can enhance dispenSense for pharmacists, and embed AI into the team's own ways of working.
- Use AI tools in your own daily practice - from research and synthesis to backlog management - modelling the AI fluency NAVI is building organisation-wide.
- Contribute to NAVI's wider innovation pipeline where dispenSense insights surface broader strategic opportunities.

4. Person Specification

Knowledge and experience

Essential

- Significant Product Manager (or equivalent) experience for a software product with a live customer base, ideally through a scaling phase.
- Pharmacy domain experience (as a pharmacist, technician, or in a product, operational or commercial role within pharmacy) with a real understanding of dispensing workflows and the regulatory environment.
- Working knowledge of the Irish pharmacy regulatory landscape (HSE, IPU and PSI) and of GDPR / data-protection considerations relevant to dispensing software.
- Proven track record of owning a product roadmap and shipping a product in an agile delivery environment.
- Experience working hand-in-hand with engineering, business analysis and architecture functions, and influencing without line authority.
- Strong commercial awareness. Able to connect product decisions to revenue, retention, cost, and customer outcomes.

- Demonstrable strength in product writing - authoring product briefs, problem statements, requirement documents and customer-facing narratives that travel well across technical and non-technical audiences.

Desirable

- Regulated software experience (healthcare, pharma, financial services or similar).
- Experience of cloud-native, multi-tenant SaaS products.
- Wider pharmacy ecosystem familiarity (wholesale, manufacturers, payers, primary care).
- Platform or ERP-style product integration experience, particularly where multiple products evolve into a connected ecosystem.
- Practical fluency with AI tools and a track record of using AI to enhance product discovery, delivery or customer value.

Behaviours

Anchored in NAVI Group's Energised People framework. The behaviours below describe what "great" looks like for this role, drawing from the Individual Contributor level expectations across the six cultural domains.

Energised People domain	What this looks like in role
Makes it Happen	Takes full ownership of the dispenSense roadmap end to end. Drives outcomes across engineering, sales and customer support without waiting to be chased. Focuses on solutions rather than dwelling on barriers, and holds themselves accountable when commitments slip.
Team Energiser	Brings energy and clarity into every interaction with engineering, BAs, sales, support and customers. Listens actively, builds trusted relationships across functions, and communicates honestly and in good time so colleagues are never surprised by a roadmap or priority change.
Delivers with Impact	Sets ambitious but realistic goals for dispenSense, manages distractions ruthlessly, and persists through complex trade-offs. Balances speed with quality and refuses to choose one at the expense of the other.
Growth Mindset	Actively seeks feedback from pharmacists, colleagues and the engineering team. Treats setbacks as learning, adapts quickly as the product and pharmacy market evolve, and shares knowledge openly to lift the wider dispenSense org.
Proactive Contributor	Brings ideas and fresh perspectives - particularly on how AI and emerging technology can amplify dispenSense's value. Models

Energised People domain	What this looks like in role
	<p>composure and optimism under pressure and is mindful of the energy they bring into a high-profile, scaling product.</p>
<p>NAVI Group Champion</p>	<p>Puts pharmacy customers and patient safety at the heart of every product decision. Acts with integrity in trade-off conversations, contributes to continuous improvement of how we build product at NAVI, and is a credible advocate for dispenSense and NAVI both internally and externally.</p>
