IMPERIAL

Principal Product Manager - AI

Department/Division/Faculty:	Digital Products, Information & Communications Technology
Campus/Location:	White City Campus - Hybrid
Job Family/Level:	Professional Services Level 5 (Salary scales)
Responsible to:	Director of Digital Education Innovation and Services (ICT Leadership AI Lead)
Line management for:	N/A
Key working Relationships (Internal):	Heads of ICT Functions, Product & Technology peers, Digital Products Team Members, Business and Faculty leads, AI Architect, Head of Platform Engineering, Platform Manager
Key Working Relationships (External):	Vendors, Delivery Partners, Strategic Suppliers, AI Model Providers
Contract type:	Full Time – Open Ended

Purpose of the Post

The Principal Product Manager owns the strategic direction and delivery of Imperial College London's central AI capability and its roadmap, enabling the delivery of world leading student, colleague and researcher experience across Imperial.

As a senior individual contributor, the role sets product vision and strategy, owns the roadmap, prioritises incoming demand and ensures AI delivers measurable value for users and the institution. It owns the value and outcomes picture for its area and joins up work across ICT and the wider institution. The role has no line management responsibility - it leads through influence, expertise and example.

As an expert in product management the Principal Product Manager is expected to mentor other product managers and help build product and AI capability across ICT, fostering a collaborative, evidence-led product culture and championing reuse of tools, patterns and playbooks at scale.

Key Responsibilities

- Own the creation and delivery of the product vision and roadmap for Imperial's central AI capability, ensuring alignment with institutional objectives and long-term priorities across Education, Research and Professional Services.

- Define and maintain the multi-year product strategy for Imperial's central AI tooling (for example dAISy, Copilot, GitHub Copilot and emerging model providers), balancing innovation, technical feasibility, safety and institutional priorities.
- Work with product managers, delivery teams and specialist roles to deliver outcomes across the institution, setting product direction, resolving dependencies and enabling teams to operate effectively.
- Communicate the product vision, strategy and roadmap to all stakeholders, and shape communications so the wider organisation is engaged proactively.
- Represent ICT as a senior AI product expert in AI governance forums, presenting evidence-based recommendations and influencing investment priorities.
- Lead discovery, user research and evaluation of options, including new vendors and technologies, working with Architecture and Platform teams (who own build patterns and operational SLAs) to bring solutions into production safely.
- Own prioritisation of incoming demand through a single, transparent intake route, directing requests to the right response - reuse of an existing product or licence, a new build, or governance review - so duplication is avoided.
- Own the value, cost and ROI picture for central AI tooling - tracking adoption, usage, outcomes and value realised using KPIs, analytics and service data to drive continuous improvement.
- Lead cross-team dependency management, coordinating technical, operational and strategic alignment with other product lines and ICT functions.
- Proactively identify risks, issues and opportunities and work with teams and stakeholders to address them.
- Scan the horizon for new AI technologies, market trends and sector developments, assessing when to investigate, adopt or formally manage them.
- Lead on the guidelines and principles for how AI apps and agentic workflows should be developed across the organisation, working with the AI Architect on guardrails, and championing reusable patterns, prompt libraries and playbooks.
- Work with the Platform Engineering team to track AI adoption, licence utilisation and productivity gains, and to identify unmanaged AI tooling and cost leakage.
- Work with wider Imperial stakeholder group on pain-point areas across the business, keeping the AI capability roadmap outcome-focused and grounded in real demand.

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	**Essential (E)/ Desirable (D)**
Education	
Degree or equivalent professional experience in a relevant field such as product management, technology, user-centred design, or business transformation.	E
Experience	
Leading AI strategy and delivery as a shared technology capability across a large or complex organisation, used by multiple digital products and services. .	E
Operating as a senior individual contributor, leading cross-functional teams and stakeholders through influence rather than line management authority.	E

Managing vendor relationships, including scoping, SLA oversight, and delivery escalation.	E
Influencing senior stakeholders and governance bodies to set strategic direction and approve investment.	E
Driving adoption of agile, user-centred practices across multiple teams.	E
Delivering AI products, tooling or services at enterprise scale.	E

Knowledge

Comprehensive knowledge of AI tooling, model providers, platform integrations, and data flows across large, complex digital environments.	E
Advanced knowledge of agile product delivery frameworks (e.g. Scrum, Kanban) and how to apply them effectively across multiple teams.	E
Deep understanding of user research and service design principles, and how to embed these practices to drive strategic product decisions and long-term improvements.	E
Comprehensive knowledge of vendor-supported systems, platform integrations, and data flows across large, complex digital environments.	E
Strong understanding of accessibility, data privacy, and information security obligations in the context of enterprise-level digital services.	E
Broad knowledge of integration approaches and enterprise architecture considerations relevant to complex IT environments.	D
Familiarity with institutional governance, investment planning, and procurement processes relevant to managing digital products in a regulated public sector or higher education setting.	D

Skills & Abilities

Excellent prioritisation skills, balancing competing demands across teams and stakeholders, and making data-informed decisions about scope, value, and delivery trade-offs.	E
Strong influencing and negotiation skills, able to engage, align and challenge senior stakeholders, vendors, and delivery partners.	E
Strategic thinking and planning skills, with the ability to work across time horizons (near-term delivery and long-term impact).	E
Proven ability to lead without line authority, building alignment and momentum across cross-functional teams through credibility, expertise and clear direction.	E
Comfortable working in a matrixed, complex organisation - able to manage ambiguity, unblock delivery issues, and align cross-functional efforts.	E
Strong understanding of vendor and contract management, including scoping, onboarding, SLA oversight, and performance discussions.	E

Highly effective communicator, able to present strategy, delivery updates, trade-offs and value propositions to varied audiences - from delivery teams to senior governance groups.	E
Adept at building and maintaining collaborative relationships across business units, ICT, and academic departments to ensure shared ownership and delivery success.	E
Confident in partnering with delivery managers, solution architects, and technical leads to shape product plans that are both strategically aligned and technically feasible within architectural and resource constraints.	E
Resilient under pressure, with strong judgement in fast-moving or politically sensitive situations.	E
Skilled in tracking product health and outcomes using appropriate KPIs, metrics, and feedback loops to drive performance and improvement.	E
Experienced in leading workshops, planning sessions, and product roadmap reviews across diverse and senior stakeholder groups.	E
Track record of mentoring and coaching product professionals and contributing to a product community of practice.	D
Advanced proficiency in using product management and collaboration tools (e.g. Aha!, Jira, Confluence, Office 365 suite) to drive visibility, prioritisation, stakeholder engagement, and delivery alignment.	D

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.

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