



JOB VACANCY

IDENTIFICATION	
JOB TITLE	Product Associate
DIRECTORATE/UNIT	Digital and Innovations
REPORTING TO	Innovations Manager
DURATION	Three (3) Months
DUTY STATION	Nairobi, Kenya

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organization, currently implementing more than 120 programs, directly reaching more than 12 million people across 35 African countries. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in ten countries in Africa and an additional eleven advocacy and fundraising offices in Europe and North America. In the spirit of Ubuntu, partnership and networking are key elements of our approach. Amref has a staff complement of over 1,500.

Amref Health Africa is driven by its vision of *'Lasting health change in Africa'* and its mission *'To catalyze and drive community-led and people-centered health systems while addressing social determinants of health'*. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

MAIN PURPOSE OF JOB

The Product Associate will support the Innovations Manager as well as the Digital and Innovations team in the planning, development, and deployment of products and solutions. The role will involve assisting in product research, managing product and process documentation, coordinating with cross-functional teams, and ensuring the timely delivery of product milestones.

PRINCIPLE RESPONSIBILITIES

- **Product Development Support:** Assist the team in researching, conceptualizing, and developing digital products and features.
- **Market Research:** Conduct research on market trends, customer needs, and competitor products to inform product development strategies.
- **Documentation:** Prepare and maintain product documentation, including user guides, product specifications, and reports.
- **Cross Functional Coordination:** Liaise with teams such as design, engineering, training, and finance to ensure smooth communication and project execution.
- **Data Analysis:** Collect, organize, and analyze data related to product performance, customer feedback, and usage metrics to support product decision-making.
- **Product Testing:** Assist in product testing and quality assurance by preparing test cases, executing tests, and documenting issues and feedback.
- **User Support:** Provide support to internal teams and external customers by addressing product-related inquiries and troubleshooting issues.
- **Project Management:** Help track project timelines, deliverables, and milestones, ensuring deadlines are met.
- **Administrative Support:** Perform administrative duties, such as scheduling meetings, preparing presentations, and organizing product-related events.

REQUIRED QUALIFICATIONS

Education and Professional Qualifications

- Bachelor's degree in Computer Science, Business, Information Technology, or a related field.

Experience

- 1-2 years of experience in a product management, digital innovations, or similar role is preferred.

Preferred Skills

- Proficiency in programming languages, tools and frameworks (eg Javascript, Angular, React, Github, etc)
- Basic understanding of digital product development processes and agile methodologies.
- Strong organizational skills and attention to detail.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Strong communication and interpersonal skills.
- Ability to work collaboratively in a team environment.
- Familiarity with product management tools (e.g., Jira, Trello) is a plus.
- Analytical mindset with the ability to interpret data and generate insights.
- Problem-solving skills and willingness to take initiative.

Competencies

- **Team Collaboration:** Ability to work closely with various teams to ensure alignment in product development.
- **Adaptability:** Willingness to take on different roles and responsibilities in a fast-paced and evolving environment.
- **Attention to Detail:** Ensure accuracy in documentation, reporting, and project management.
- **Communication:** Strong verbal and written communication skills to effectively convey ideas and updates.

HOW TO APPLY

Interested? Please visit our website <https://amref.org/vacancies/> to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. Closing date will be **September 24, 2024**. Only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and has not retained any agent in connection with recruitment. Although Amref may use different job boards from time to time to further spread its reach for applicants, all open vacancies are published on our website under the Vacancies page and on our official social media pages. Kindly also note that official emails from Amref Health Africa will arrive from an @amref.org address.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.