

# Hiring Pack: Project and Product Assistant

## Role Summary

Junior role supporting the development and day-to-day operation of the ParaFolio CPD app and associated SaaS modules.

The role is initially primarily internally focused, with increasing levels of client contact as experience and confidence develops. It involves hands-on product configuration and content management, helping to turn defined and partially defined work into clear, structured outputs, and supporting effective collaboration across teams.

This is suitable for someone who:

- Is comfortable working with detail and improving how things work in practice
  - Is collaborative and enjoys working with a variety of people
  - Is a good organiser
  - Enjoys getting hands-on within systems
  - Likes making things clearer, more structured and more reliable
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## Job Specification

### Responsibilities

- Support delivery and ongoing development of ParaFolio and associated SaaS modules
  - Support Product Manager in defining and structuring product work
  - Carry out structured testing and validation
  - Turn partially defined ideas and requests into clear, detailed requirements
  - Maintain documentation and ensure clarity across teams
  - Edit and maintain content within CPD modules (e.g. evidence forms, structures, configurations)
  - Ensure content is accurate, consistent and aligned with client needs
  - Support Customer Support with explanations and documentation
  - Track projects' progress, follow up on actions, and ensure work moves forward reliably
  - Collaborate with developers, designers, project managers and support teams
  - Help improve organisation, clarity and consistency across product and project work
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## Must-have requirements

- Clear and structured written and verbal communication
  - High level of accuracy and care when working with detailed information
  - Highly organised, with attention to detail
  - Proactive and collaborative working style
  - Curiosity and willingness to learn (e.g. ability to quickly grasp new systems and technical concepts quickly)
  - Comfortable communicating with a range of stakeholders, with support where needed
  - Comfortable getting hands-on with software (e.g. testing, investigating issues)
  - Comfortable working directly within software systems to edit and manage content/configuration
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## Nice-to-have requirements

- Ability to understand and communicate both organisational and technical concepts
  - Experience in project or product roles
  - Experience working with digital product teams
  - Experience working with clients or stakeholders to define requirements
  - Exposure to healthcare or public sector environments
  - Familiarity with SaaS products or delivery environments
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## Success outcomes (first 6 months)

- Confidently using and editing ParaFolio CPD modules' content, configuration, and reporting environments
  - Building confidence in understanding how ParaFolio works in practice (features, workflows, common issues)
  - Building effective working relationships with Paramedics, Ambulance Trust clients and internal staff
  - Ensuring content changes are accurate, consistent and meet client needs
  - Becoming reliable in turning partially defined inputs into actionable work for developers
  - Actively contributing to testing and quality assurance of features and releases
  - Becoming a trusted point of contact for Customer Support on product-related queries
  - Contributing to improving organisation and delivery across the team
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## Hiring process and timeline

- Applications reviewed on a rolling basis

- Applications open: Friday 10/4/26
- Applications close: Friday 24/4/26
- Interviews: early–mid May
- Expected start date: June–July (flexible)

## How to apply

Please send these to [ed.mitchell@class.co.uk](mailto:ed.mitchell@class.co.uk):

- Your CV
  - A short covering letter
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### Your covering letter

We're most interested in how you think and communicate.

In your covering letter, it would be helpful if you could tell us:

- Why this role and ParaFolio interest you
- Any experience you have working with systems, data, or detailed information
- An example of something you've helped organise, improve, or make clearer

Keep it concise (around 300-500 words is plenty).

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### A note on applications

We value clear thinking, attention to detail, and genuine interest in the role.

A well-structured, thoughtful application will stand out much more than a generic one.