

Job Description – Product Delivery Manager

Location: Hybrid (London / Remote UK)

Department: Product

Reports to: Chief Product Officer

About Pepper

Pepper provides ordering, loyalty, and payment apps for the hospitality industry, helping brands increase efficiency, repeat visits, and guest spend.

Our platform powers digital experiences for bars, cafés, restaurants, and pubs across the UK and beyond. We connect ordering, loyalty, and payments into a seamless guest journey.

We're expanding our ecosystem to include new features like direct delivery orders, subscriptions and a growing list of integrations. To keep shipping high-quality, stable releases as we scale we're hiring a Product Delivery Manager to coordinate delivery across our platform, apps, and operational teams.

Role Overview

The Product Delivery Manager ensures Pepper delivers stable, high-quality releases connecting Product, Engineering, QA, and Operations.

You'll manage day to day delivery, facilitate team planning, support release management, and coordinate fixes, ensuring both internal stakeholders and merchants stay informed and confident.

This role sits at the heart of Pepper's delivery engine. It's ideal for someone who enjoys blending technical detail, team coordination, and process improvement.

Key Responsibilities

Product Delivery & Planning

- Run daily standups, backlog grooming, and sprint planning sessions.
 - Create and maintain stories, spikes, and bugs in Jira.
 - Track and communicate delivery progress across epics and releases.
 - Ensure the development backlog is properly prioritised, documented, and structured.
 - Run estimation sessions and weekly planning calls with developers and PMs.
 - Manage release notes, epic reports, and internal communication of new features.
 - Act as subject matter expert for Android, iOS and Web deployment processes
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Release Management

- Own the release process for iOS, Android, Web front end and Platform back end services.
 - Coordinate with QA and Ops teams for pre-release validation and post-release monitoring.
 - Document and communicate production updates in Confluence and via release emails.
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QA & Testing Coordination

- Support QA by configuring environments and debugging issues across mobile, web, and platform.
 - Test critical features.
 - Create and maintain testing guides and release checklists.
 - Coordinate QA priorities to align testing with release order.
 - Participate in QA interviews to uphold team quality culture.
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Merchant & Internal Support

- Act as escalation point for high-priority (P1/P2) support issues.
 - Investigate and reproduce merchant issues.
 - Keep merchants informed of timelines, blockers, and production fixes.
 - Update demo apps and materials for sales and commercial teams.
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Operations & Monitoring

- Review logs and analytics data for trends or issues.
 - Check app store listings for compliance, versioning, and release requirements.
 - Monitor integration update requirements for third parties
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Cross-Team Collaboration

- Work closely with Developers, QA, and Product Managers to remove blockers.
 - Collaborate with Operations on onboarding and merchant setup.
 - Ensure clear communication across all stakeholder groups – from internal teams to merchant partners.
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What Success Looks Like

- Smooth, predictable release cadence across mobile, web, and platform.
 - Low regression rates and minimal unplanned downtime.
 - Well-groomed, transparent backlog with clearly prioritised work.
 - Merchants and internal teams confident in release timelines and fixes.
 - Documented, repeatable processes for delivery, QA, and support handoffs.
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Skills & Experience

Must-Have:

- 3–5 years' experience in Product Delivery or Technical Project Management for a SaaS/B2B2C platform
- Experience managing cross-functional delivery (Product, Dev, QA, Support).
- Working knowledge of iOS/Android release processes and CI/CD environments.
- Strong technical literacy – comfortable reading logs, understanding API calls and using database clients.
- Excellent written and verbal communication skills.
- Detail-oriented, proactive, and calm under pressure.

Nice-to-Have:

- Familiarity with Jira and Confluence.
 - Domain experience in hospitality technology
 - Experience in hospitality tech or SaaS platform delivery.
 - Familiarity with POS and payment integrations (e.g., Zonal, Stripe, Square).
 - Knowledge of GA4, Firebase, or mobile analytics.
 - SQL or data query experience.
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Why Join Pepper

- Join a high-growth product team shaping the future of digital hospitality.
- Work across the full lifecycle – from concept to launch to merchant adoption.
- Hybrid working model with a flexible, collaborative culture.
- Opportunity to influence process and technical evolution during a scale-up phase.