

Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

ROLE	Product Owner – Salesforce Programme/Aid Management Application
STATUS	Full-Time (Head Office)
HOURS	37.5 Hours per week (Mon - Fri)
RESPONSIBLE TO	Head of Programmes
SALARY	£29,120 – £34,179 (Dependent on experience)

THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

THE ROLE

We are seeking an experienced Product Owner to support the implementation of a Salesforce-based custom application for Programme and Aid Management within an international NGO environment.

The Product Owner will act as the bridge between programme teams, operational stakeholders, and technical delivery partners to ensure the solution meets organisational needs, improves operational efficiency, and supports effective programme delivery across multiple countries.

KEY RESPONSIBILITIES

- Lead product ownership for the Salesforce Programme/Aid Management application.
- Gather, document, and prioritise business requirements from programme, grants, MEAL, finance, and operations teams.
- Translate business needs into clear user stories and functional requirements for technical teams.
- Maintain and prioritise the product backlog in collaboration with stakeholders.
- Support the design and rollout of workflows relating to:
 - Programme management
 - Beneficiary tracking
 - Grant and donor reporting
 - Case and activity management
 - Monitoring, evaluation, accountability, and learning (MEAL)
- Facilitate workshops, sprint planning sessions, user testing, and stakeholder reviews.
- Work closely with Salesforce developers, administrators, implementation partners, and business users.
- Ensure alignment with organisational processes, data governance, safeguarding, and compliance requirements.
- Coordinate user acceptance testing (UAT) and support change management activities.
- Contribute to training materials, documentation, and adoption planning.
- Monitor delivery progress, risks, and dependencies throughout implementation.

PERSON SPECIFICATION

CATEGORY	CRITERIA	REQUIREMENT
Qualifications	Bachelor's degree or Equivalent in Information Systems, Computer Science, Business Administration, Project Management, International Development, or a related discipline.	Essential
	Professional certification in Agile Product Ownership, Business Analysis, Project Management, or Salesforce (e.g., Salesforce Administrator, Salesforce Business Analyst, Certified Scrum Product Owner).	Desirable
	Training in programme management, humanitarian response, grants management, MEAL, or aid delivery principles.	Desirable
	Training in data protection, GDPR, safeguarding, or information governance	Desirable
Experience	Proven experience as a Product Owner, Business Analyst, or Functional Lead on Salesforce implementations.	Essential
	Experience working with Salesforce custom applications and platform capabilities.	Essential
	Experience working in Agile delivery environments.	Essential
	Experience working within international NGOs, humanitarian, development, or public sector organisations.	Desirable
	Experience with integrations, reporting, dashboards, and data migration activities.	Desirable
	Familiarity with Programme Management, Aid Management, Grants Management, or MEAL processes	Desirable
	Salesforce certifications (e.g. Salesforce Administrator, Product Owner, Business Analyst).	Desirable
	Knowledge of safeguarding, GDPR, or donor compliance requirements.	Desirable
	Prioritised product backlog and roadmap.	Essential
Skills /Abilities	Strong stakeholder management and requirements gathering skills.	Essential
	Ability to communicate effectively with both technical and non-technical audiences.	Essential
	Strong organisational and prioritisation skills.	Essential
	Coordinated UAT and stakeholder sign-off.	Essential
	Successful support of Salesforce solution implementation and adoption.	Essential
	Documented business requirements and user stories.	Essential
	Clear operational documentation and process alignment.	Essential
Other	Collaborative and stakeholder-focused approach.	Essential
	Pragmatic problem solver with strong attention to detail.	Essential
	Comfortable working in fast-paced and evolving environments.	Essential
	Commitment to humanitarian and development values.	Essential

This post is subject to a Disclosure and Barring Service (DBS) check.

The **closing date for applications is 1st December, 2026**, although the position may close sooner if the right candidate is found. To apply for this role, please email your CV and Covering Letter to vacancies@uwt.org
Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter.**

For more information or discussion about the role please contact: 01204 661048