

# JOB DESCRIPTION

<b>JOB TITLE:</b>	Open Product Owner
<b>GRADE:</b>	Band 13 / SM1 (SCP40-47) (2020/21 £44,624 - £53,372) depending on experience
<b>BASE:</b>	Northern Design Centre, Abbots Hill, Baltic Business Quarter, Gateshead, NE8 3DF
<b>MANAGED BY:</b>	Head of Commercial & Technology
<b>TERM:</b>	Permanent

## SUMMARY OF POST

- a. To take ownership of a unique product ("Open") with market leading potential.
- b. To manage a multi-disciplined team, ensuring a user-focused, technical, and process-minded approach is maintained throughout the product lifecycle
- c. To provide a critical-friend style support to the organisation and wider stakeholders throughout project lifecycle; ensuring a common approach is adopted, expertise in product ownership methodology is maximised and good practices are shared
- d. To effectively contribute towards the continuous improvement objectives and wider national product growth ambitions.
- e. To effectively contribute to the overall rollout of digital maturity assessments and digital vision setting on behalf of NEPO and all north-east regional Local Authorities.

## JOB PURPOSE

### The key duties of this post will include:

1. To lead, plan or manage the various phases of product delivery.
2. To lead a product through the delivery phases, into live and then into retirement.

3. To lead multi-disciplined teams through the different phases of the delivery product life cycle.
4. To take ownership of the product development so to continuously meet user needs.
5. To ensure robust incident management and service support arrangements so that products are built effectively.
6. To manage the operational process of designing and running a product or service throughout its entire product life cycle.
7. To implement best practice in new product or service development and know how to plan and put into operation the stages of new product or service development.
8. To ensure inefficiencies and problems are identified effectively and appropriate solutions are developed and implemented.
9. To ensure effective arrangements are in place to classify and prioritise problems, document their causes and implement remedies.
10. To demonstrate understanding and application of a range of product management principles and approaches.
11. To capture and translate user needs into deliverables and take ownership of the optimal user experience.
12. To define the minimum viable products and make decisions about priorities.
13. To translate user stories and propose design approaches or services to meet needs. To engage in meaningful interactions and relationships with users. To put users first and demonstrate an ability to manage competing priorities.
14. To work closely with internal, regional and national business stakeholders to understand the strategy and effectively execute the feature roadmap
15. To take ownership of the feature backlog and define both the user goals and the technical criteria for the team to execute an idea
16. To cultivate meaningful relationships with stakeholders, bridging technical and business worlds. Clearly communicating and articulating feature ideas and understand how they affect business and strategic outcomes as well as technical impacts
17. To lead and work with various design, delivery and quality assurance teams, utilising Agile methodologies to effectively execute the roadmap

18. To proactively identify and resolve complex issues with a high degree of autonomy.
19. To proactively identify and report limitations or inadequacies in the product, and related processes, to relevant stakeholders and help disseminate and implement resolution plans.
20. To assess and address technical risks weighing in on high-impact technical decisions with complex trade-offs
21. To define and measure success for new and existing capabilities and determine how they are contributing to desired business outcomes
22. To track industry trends, undertake formative research and data analysis, and generate insights
23. To contribute effectively to the relationship management of key delivery, integration and cloud technology providers.

## PERSONAL DISPOSITION & MANAGEMENT

1. To be responsible for the day-to-day performance management, supervision, and attendance management of staff. Leading by example, motivate and mentor staff to ensure that they are equipped with the knowledge and skills needed to successfully deliver their role.
2. As a member of the Management Team, demonstrate high professional standards, represent NEPO in a positive and professional manner and contribute to the continuous progress and development of NEPO.
3. To build a broad and professional network at a regional and national level, to increase the influence that can be exerted on matters that concern NEPO and NEPO Member Authorities. Ensure that the region speaks with one cohesive voice and remains at the forefront of local and national agendas.
4. Using persuasion and influencing skills, work with stakeholders from multiple organisations with different priorities and practice, to remove barriers, resolve conflict and reach a consensus on collaborative outcomes.
5. To write clear and complete collateral, adapting to a wide range of audiences, to seek advice, scrutiny and strategic direction from the entire NEPO governance structure as appropriate.
6. Ensure that the organisations policies and procedures are consistently adhered to and proactively feedback to ensure continuous development.
7. Foster close and effective relationships with colleagues and customers to deliver mutual benefits as part of a regional collaborative team.

8. To lead recruitment and selection of staff. To ensure new staff are inducted into the organisation and become productive in a timely manner.
9. As well as your own health, safety and welfare ensure that staff perform their duties with due regard to the organisation's health & safety policy and procedures.
10. Identify training and development needs of staff to support the delivery of NEPOs aims and objectives
11. Support in the identification of training and development needs of staff to support the delivery of NEPO's aims and objectives.
12. Take personal responsibility for continued personal and professional development and contributing to the learning and growth of NEPO.
13. Carry out other duties, engage in development activities and promote the benefits and strategy of NEPO and its service as required, and such other responsibilities allocated appropriately to the grade of the post.

## PERSON SPECIFICATION

Criteria	Essential	How this is identified
<b>Essential knowledge</b>	<p>A strong sense of urgency, ownership and drive to achieve objectives</p> <p>A strong bias for action and can break down complex problems into tangible steps that drive product development at speed</p> <p>An ability to shape a product vision and translate it into a roadmap with clear business and customer value-based measures of success</p> <p>An ability to generate designs that support the understanding of requirements for both technical and non-technical stakeholders.</p> <p>A good knowledge of cloud computing, services, and platforms.</p> <p>An ability to collect, analyse and present data and performance information to support decision-making, the delivery of</p>	Application and interview

	<p>improvements and progress monitoring and reporting.</p> <p>A strong sense of collaboration and meticulous eye for detail.</p> <p>An ability to maintain a tactful and diplomatic approach whilst remaining calm when dealing with issues that arise.</p>	
<b>Qualifications / Certifications</b>	<p>Certified Scrum Product Owner (or equivalent, or relevant technical qualification)</p> <p>and/or</p> <p>PMI Agile Certified Practitioner (or equivalent, or relevant technical qualification)</p>	Application and interview
<b>Experience</b>	<p>Software engineering, engineering management or technical product and lifecycle management experience.</p> <p>Exposure to user research and service design</p> <p>Working to Agile methodologies</p> <p>Driving high-complexity projects involving multiple, multi-disciplined teams</p> <p>Working with smaller product delivery teams, managing roadmaps, product specifications and all accompanying tasks</p> <p>Facilitating workshops with stakeholders. Defining a value proposition and seamlessly articulate it, generating support and buy-in from all relevant stakeholders</p> <p>A demonstrable track record for delivering successful products.</p>	Application and interview