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| Position Description | | | |
| Job title: | | Product Owner | |
| Location: | | Head Office, Lower Hutt | |
| Reporting to: | | Head of Product | |
| Date: | | July 2022 | |
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| Purpose | | | |
| The Product Owner supports the development, strategy, planning and delivery of our product portfolio over its full life cycle. This role is responsible for managing cross-functional digital product delivery in a matrix structure to deliver customer focused product solutions that deliver clear benefits to Smartly. | | | |
| Organisation structure | | | |
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| Result area | Activities | | KPI’s |
| People Leadership | * Lead cross-functional teams across Datacom and Smart Payroll to encourage staff to work co-operatively in a challenging, empathetic, thinking and learning environment * Act positively in the role of change agent * Actively role model and promote agreed Agile delivery approach | | * Provide timely accurate and timely feedback to line managers * Regular agile ceremonies determined and held * Develop and agree clear responsibilities and ways of working within agile teams |
| Product Development | * Talking with customers and using a customer first approach – think about the customer first, the solution second and challenge the norm * Support the development of overall product development strategy, roadmap and annual planning * Defines and recommends product roadmap for product set * Creation of customer journeys and experience maps * Define and share vision of product set * Active management and ownership of assigned product set backlog items using appropriate tools * Effective prioritisation of work required using similar principles to Desirability, Viability and Feasibility * Work closely with development and technical teams to understand architecture framework and development and delivery requirements * Define iterations, release train and stories. Accept iteration increments. Drive iteration goals and content via prioritised stories. Establishes story acceptance criteria * Juggle the triangle of scope, budget, and time, weighing priorities according to the needs and objectives of the business * Oversee and support development stages including planning, refinement, review, and sprint to ensure the vision, strategy, and product priorities set are delivered | | * Twelve-month product development roadmap completed and updated monthly * Rolling 6-month release plans completed * Regular reporting completed and communicated in a timely manner * Expenditure to agreed plan * Feature sets delivered to plan * Stakeholder feedback * Customer feedback on product |
| Product Management | * Embed product management principles * Ensure consistency in use of systems, processes and practices * Maintain domain expertise, staying connected modern product management practice, questioning and basing decisions on evidence and not opinion * Deep understanding of competitor landscape * Deep understanding of product performance, and regular reporting provided * Understand and articulate customer needs, desired experience and the ability to provide user recommendations based on testing and feedback * Pricing analysis and recommendations * Understanding operational support required to deliver end-to-end product * Business case development for new software products or epics as required * Represent our products and services with honesty, integrity and passion. | | * NPS targets met * Customer feedback and satisfaction * Regular product reporting * Working across the organisation to make sure teams can fully support the product * Continued consideration and integration of CRM |
| Relationship / Stakeholder management | * Develop and nurture relationships with key stakeholders internally such as Help Desk, Marketing, Sales, On-boarding and Finance * Communicate with stakeholders across the board, including customers, business managers, and the development team to make sure the goals are clear, and the vision is aligned with business objectives. * Provide regular reporting and updates on product performance | | * Strong relationships developed and positive feedback received |
| Health & Safety | * Report all hazards or unsafe situations * Report all accidents/incidents including near misses * Work safely and use all protective equipment if required | | * Hazards reported same day * No injury caused to self or others * All hazards are reported |
| Other Duties | * Carry out other duties as requested | | * Shows willingness and initiative * Timely and accurate completion |

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| Experience and qualifications |
| Exposure to modern product management practises such as continuous discovery and continuous delivery, innovation metrics, OKRs, user centred design, and experience working within Agile methodologies  * Product Ownership/Management experience in a software environment with an toolbox of modern product discovery practices to draw upon. * Experience using a range of metrics to monitor the success and health of products and services. Proven experience of making evidence-based decisions. * Ability to define and seek out the metrics to validate a hypothesis and measure results. * A solid track record of addressing customer needs. Proven experience connecting teams closer with customers (and not just be a proxy for them). * Excellent stakeholder management skills. Proven experience building meaningful, collaborative relationships across all levels of the business. * Experience working with innovative software development projects at scale * Highly developed problem solving and analytical skills * Well-developed oral, written and interpersonal skills * Proven communication, influencing, negotiation, interpersonal and report writing skills * Strategic thinking |
| Key competencies |
| * Strong work ethic and aligned to organizational values and ethics * Integrity and Trust * Listening skills * Customer Focus * Drive for results * Ability to hold other accountable to tasks and deadlines * Self-motivated and proactive * Initiative, drive and action oriented * Flexibility |