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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
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| 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
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| 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
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| 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
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| 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
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| 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
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| 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
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