**POSITION DESCRIPTION**

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| **Position Title:**  | **Product Owner**  |
| **Manager’s Position Title:**  | National Manager Program Quality and Improvement |
| **Manager’s Name:**  |  Mona Malouf |

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| **Purpose and main responsibility**  |
| The Student Squad Product Owner is responsible for driving digital initiatives and quality enhancements to meet user expectations, improve student outcomes, and meet emerging needs. The primary focus of the Student Squad Product Owner is to lead the development of digital products to meet needs identified by users, and to help establish the business value for their development and implementation. The Product Owner ensures that new products are built to specification, gathering requirements and managing prioritisation.The Product Owner leads the agile delivery team (student squad). This includes collaborating with all members of the Squad to define the vision for the product, lead the crafting objectives of the squad, prioritise the team product backlog and manage the funding envelope. The role of the Product Owner serves as the key proxy to the product customer and is responsible for working with key stakeholders across the organisation.  |
| **Supervises**  |
| N/A  |
| **Main activities**  |
| **Product Strategy*** Contribute to providing innovative and workable solutions to satisfy user needs and user expectations in close collaboration with the Scrum Master, Student Squad Team and stakeholders
* Work in an Agile environment and continuously review the business needs, refine priorities, outline deliverables, and identify opportunities and risks.
* Partner with stakeholders and customers across the organization to inform the product vision, strategy, features, and prioritization.
* Lead the identification and delivery of program increments in line with product road-map and vision.
* Support the squad with prioritised and clear epics and user stories and construction of product roadmaps
* Communicate regularly to organisational units on product delivery progress and timeframes.
* Monitor and report regularly to key stakeholders on activity progress, customer outcomes, risk and challenges.
* Support regular retrospectives to ensure the Agile Transformation Initiative is delivering value and improvements to the way we work.
* Work with other Product Owners to increase organisational and personal maturity in the discipline.
* Facilitate and support the development of the digital product portfolio
* Track innovations in the sector to inform TSFs product direction, strengths and weaknesses
* Analyse customer research for insights to inform and validate proposed solutions
* Conduct business analysis/requirements gathering to inform business cases for bespoke or third party solutions
* Analyse & prioritise business requirements for content and platform development and ensure these are translated appropriately into user stories with clear acceptance criteria & contextualised for the development team, delivered in a timely fashion
* Contribute towards the analysis of pricing structures and budgets
* Support the showcasing of new products to appropriate internal/external audiences and support product promotion working closely with relevant teams
* In collaboration with all team members, manage the product backlog for the design & the technical development teams using Product road mapping and product backlog management tools
* Attend product refinement, sprint planning and sprint reviews working closely with the Scrum Master throughout the development process
* Ensure a clear Return On Investment on new product development
* Ensure new online content and functionality is properly tested against business requirements working closely with testing managers and their teams.

**End User Experience*** Provide an excellent user experience for all end users
* Contribute to wider initiatives to increase student satisfaction with program experience

**Quality Assurance and Compliance*** Provide suitable success metrics and reporting structures to assess existing products and their delivery and develop appropriate tracking and reporting of product performance post launch to evaluate future investment.
* Lead rigorous change control processes in line with business requirements and reflecting project priorities
* Prioritise and implement products & enhancements based on product evaluation, user feedback, stakeholder insight, sector analysis
* Prepare reports to senior management providing high level advice in relation to progress and suggested future strategies.
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| **Key skills**  |
| * High level of initiative
* Balance of technical knowledge and business acumen
* Customer first, positive thinking mind set
* Proactive, self-starter with excellent project management skills and ability to manage multiple tasks effectively
* Excellent communication skills with the ability to engage, influence, and inspire partners and stakeholders to drive collaboration and alignment
* High degree of organization and personal accountability
* Strategic thinker and planner
* Effective communication and ability to build strong interpersonal relationships with diverse stakeholders including developers, business analysts, UI/UX team, senior management and internal as well as external stakeholders.
* Strong attention to detail combined with ability to understand and shape the bigger picture
* Change and uncertainty resilience
* Writing effective user stories with clearly described acceptance criteria for each feature
* Understanding of and ability to promote continuous improvement
* Relevant knowledge about student and family / program planning and delivery would be desirable
* A portfolio of delivered digital products that have made a measurable impact on customers and organisation
* Proven hands-on experience with agile development methodologies (Scrum) and collaborative tools
* Minimum of 3 years product management experience
* Budget and financial management expertise
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