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| Role title | Product Owner | Date |  |
| Reports to Title | Lead Product Owner / Head of Product Management | Version |  |

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| DBS Disclosure Required: | Yes |  | No | No | Standard |  | Enhanced |  | Enhanced + |  |

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| **Purpose:** *Why does this role exist – to what end result or outcome (business or customer) does it support?* | |
| To ensure that business tools and products are effectively deployed, supported and continuously improved, so they effectively support key business processes and the delivery of an excellent customer experience. In constant communication with internal stakeholders to elicit requirements, clearly translating these into user stories that empower the agile product development team to deliver high quality products. | |
| **Key Responsibilities / Deliverables:** *What major activity or function does this role undertake (7±2)* | |
| 1. Manages product development. Motivates the agile development team for our Repairs based product portfolio ensuring value is maximised in line with the business appetite and requirements. 2. Iteration planning. Presents a clear vision of goals at the beginning of each iteration cycle, revising priorities ahead of each planning meeting and acting as the main source of story detail. You can evidence managing the product backlog that represents the business needs prioritized and validated in line with their expectations 3. Develops the product strategy and roadmap. Contributes to the future direction of assigned product, working in close proximity to senior business owners, the Lead Product Owner and the architecture team, to ensure that the vision aligns with business needs and the technical roadmap. 4. Represents the customer. Ensures that business requirements and those of the end customer remain paramount. Able to locate functional system requirements within the broader context of the business process and associated business vision. 5. Represents the product. Promotes the product and manages the relationships with internal and external stakeholders to raise awareness of its use and deployment. | |
| **Main Accountabilities1:** *what does the role demand from the individual in order to be successful; consider the end results and what is needed to get there succinct summary of critical goals and key successes; consider the type of key decisions that the role needs to make and how they are made* | **Time(%)**  **2** |
| Leadership, management and customer service Manages product development / iteration plan.   * Creates and Grooms the product backlog, with input from the solutions architect, other team members and stakeholders. Prioritises the backlog based on value, time and other team dependencies. * Prepares iteration plans for sign off * Elaborates user stories from the product backlog and ensures that they effectively capture product features from the user perspective, to create a clear explanation of what is required and why. * Leads the development of story acceptance criteria and is as a back stop the sign-off authority that product features meet acceptable levels of quality and are fit for purpose. * Contributes to the iteration retrospective, capturing and updating ways of improving the approach to product development. | 50% |
| Strategy and achieving objectives3 |  |
| Develops the product | 5% |
| * Maintains awareness of the business environment and evaluates the impact of changes. |  |
| * Advises Senior Product Owner of likely impact on future direction of the products. |  |
| Represents the product. |  |
| * Supports the delivery of the user testing, acting on outcomes to further improve the product. * Gathers feedback about the operation of product. | 5% |

1 Using the pre-defined themes – keep headings – 1 or 2 sentences in each reflecting the most important aspect(s)

2 Needs to add up to 100% as a guide based on 225 available working days pa: 0.5 day per month = 3%, 1 day= 5%, 2= 11%, 3= 16%, 4= 21%, 5= 27%

3 Refer to any generic personal objectives if role carried out by more than one person, include any aspirational targets

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| Working with others – internal Representing the customer.   * Works hand in hand with business owners to; turn business into develop technical requirements. * Works closely with others, including:   + IT product development team – as an integral part of the agile delivery team.   + Other Product Owners - to assess dependency impacts of proposed solutions.   + Operations Development Team – to ensure that product supports agreed business processes.   + Policy & Insight Team - to ensure that legal, regulatory and end customer requirements are met.   + Data Governance Team –to ensure compliance with regulation.   + Learning & development team – to create and update solution specific training material / courses. | | | 20% |
| Working with others – external Represents the customer.   * Works hand in hand with any external suppliers t to; turn business into develop technical requirements; quantify the impact of decisions made about the deployment / configuration of externally developed software on the business and the end customer; and support the continuous development of product. | | | 5% |
| Budgetary responsibility4   * None | | | 0% |
| Compliance5   * Ensures that relevant regulatory, legal and governance is built into agreed solutions and work plans.   . | | | 5% |
| Records and Systems6   * Publishes solution-specific operational procedures and practices that are well defined, current and accurate and maintained. | | | 5% |
| Operational Risk7   * Identifies likely risk relating to the development, operation and use of assigned system products. Escalate risks and issues to the Lead Product Manager / Head of Product Management as necessary. | | | 5% |
| **Financial Responsibility:** *Enter below any revenue, operating or capital budgets for which the role is accountable (individually or as part of a team). Can include the market value of the work being directly undertaken by the role.* | | | |
| * None | | | |
| **People Responsibility:** *The number (average or range) of employees that the role has supervisory / management responsibility for.* | | | |
|  | Direct Reports | Indirect Reports | |
| Total Employees | 0 | 0 | |
| *Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities that means having work management responsibility over people (internal/external).* | | | |
| * Project management of any outsources service providers contributing to the development or support of assigned products. | | | |

4 Does role have any spend authorisation limits?

5 Is role responsible for the ownership or support in the definition or checking / auditing of adherence to a company policy? Does role carry any specific legal, statutory or specific regulatory requirement?

6 Is role accountable for the accuracy, currency, validity, coverage of specific data or documentation?

7 Is role responsible for resolving risk, for identifying and qualifying a risk, or for alerting of a potential risk?

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| **Technical Knowledge/Skills8:** *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* | |
| * Proven ability to translate complex user requirements into a format understood by   developers, architects and users. | * Able to self-manage goals, targets and outputs. |
| * Strong communication / engagement skills, with an ability to put complex concepts and arguments across clearly in flowcharts, briefings and   presentations. | * Track record of delivering cross functional customer facing products. |
| * Proven knowledge of working in a software development environment. | * Possesses experience of working within a product delivery environment. |
| * Well developed problem-solving skills and an analytical mind-set. | * High level IT skills – experience of using Visio, Azure Dev Ops and MS Project. |
| **L&Q Values:** *Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.* | |
| **People** :We care about the happiness and wellbeing of our customers and employees. **Passion:** We approach everything with energy, drive, determination and enthusiasm . **Inclusion:** We draw strength from our differences and work collaboratively.  **Responsibility**: We own problems and deliver effective, lasting solutions.  **Impact:** We measure what we do by the difference we make. | |
| **Standard responsibilities expected of each employee:** | |
| * Commit to supporting London & Quadrant’s environmental policy and social mission. * Comply with all London & Quadrant’s Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks. * To promote London & Quadrant’s core values and ethos, modelling the associated desired behaviours * To foster constructive and collaborative working relationships with colleagues inside and out of the department. * To participate in any continuous improvement of service delivery * To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations * Other such duties as may be required from time to time. * PEOPLE MANAGERS ONLY: carry out expected line management of staff (absence, probation, disciplinary, grievance, capability, performance objective setting, appraisal review, recruitment) in line with L&Q policy   and procedures. | |

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| INFORMATION ONLY  **What is a role profile and how does it differ from a job description?**  Role profiles are documents that succinctly describe job roles and will replace our existing job descriptions. Role Profiles also provide clarity (both to those doing the job and to managers) on what is expected from people doing the role and they also focus people’s attention on the key factors required to deliver results.  The key differences between a role profile and a job description are as follows: | |
| **Job Descriptions** | **Role Profiles** |
| Tendency to list tasks and duties | Describes the key demands of jobs |
| Detailed description of specific tasks | High level overview and outline of the role |
| Focuses on the duties and activities in the role | Focuses on the end results of the role |

8 Leave out Essential / Desirable