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| Role title | Product Owner | Date | 09.11.2020 |
| Reports to Title | Lead Product Owner / Head of Product Management | Version | 5 |

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

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| **Purpose:**  |
| To ensure that IT 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:**  |
| 1. Manages product development. Motivates the agile development team for assigned products.
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. **Manages the product backlog**.
3. Develops the product strategy and roadmap. Contributes to the future direction of assigned product, working in close proximity to senior business owners, the Senior 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.
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| **Main Accountabilities:**  | **Time(%)** |
| Leadership, management and customer service Manages product development / iteration plan.* Builds edits and maintains 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 objectives |  |
| Develops the product | 5% |
| * Maintains awareness of the business environment and evaluates the impact of changes.
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| * Advises Senior Product Owner of likely impact on future direction of the products.
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| 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% |

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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 responsibility* None
 | 0% |
| Compliance* Ensures that relevant regulatory, legal and governance is built into agreed solutions and work plans
 | 5% |
| Records and Systems* Publishes solution-specific operational procedures and practices that are well defined, current and accurate and maintained.
 | 5% |
| Operational Risk* 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:**  |
| * None
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| **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.
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| **Technical Knowledge/Skills:**  |
| * Proven ability to translate complex user requirements into a format understood by

developers, architects and users. | * Able to self-manage goals, targets and outputs.
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| * 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.
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| * Proven knowledge of working in a software development environment.
 | * Possesses experience of working within a product delivery environment.
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| * Well developed problem-solving skills and an analytical mind-set.
 | * High level IT skills – experience of using Visio, Azure Dev Ops and MS Project.
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| **L&Q Values** |
| These are our guiding principles. They 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
 |
| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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