# Senior Product Owner

## Government Information Services (GIS), Digital Public Service

Set direction for products in collaboration with key stakeholders across government so they are all well aligned and highly valued by customers. Own the development, delivery and maintenance of one or more products within the GIS product portfolio. Provide expertise in the GIS product set and their practical application in supporting business requirements, user needs, and innovation to ensure sustainable, fit-for-purpose products within the portfolio. On behalf of the portfolio, lead engagement across all of Government. Increase the uptake of products through marketing, promotions and relationship management.

* Reporting to: Manager, Products and Partnerships

Location: Wellington

* Salary range: Information Technology l

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it’s all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work  * Customer centred * Make things even better |
| We’re stronger together  * Work as a team * Value each other |
| We take pride in what we do  * Make a positive difference * Strive for excellence |

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

| What you will do to contribute | As a result we will see |
| --- | --- |
| **Product Development**   * Ensure an understanding of technology and market trends and insights in order to identify product opportunities. * Own the lifecycle of one or more families of products in the portfolio. * Provide advice and expertise on cross government agency collaboration and advocate at senior level * Identify user needs and develop solutions, including policies and guidelines, standards and processes, taking into account cost recovery targets. * Contribute to strategic proposals to ensure that operational reality is considered early in development processes. * Develop and maintain product roadmaps reflecting all aspects including Content Design and Architectural input. * Maintain oversight of the budget for these initiatives * Develop product specific plans for the creation, enhancement and delivery of products. * Maintain a prioritised list of work items that the team will implement to deliver solutions. * Develop and communicate the product vision and roadmap and define features of the portfolio and its ecosystem of products. . * In conjunction with the customers and Delivery Manager, develop acceptance criteria for initiatives. * Provide input into delivery programmes and projects.   Monitor and report progress against the work plan including key achievement reporting. | * Needs are identified proactively and support the ongoing requirements of the customer and the strategic goals of the Portfolio. * Product specific plans are based on the overall portfolio strategy and direction. * Timely and cost effective programmes and projects are planned and delivered. * Cost recovery targets are achieved for each product. * Customer needs and requirements are advocated. * Customers are provided with clear product delivery documentation and training. * Roadmaps focus on outcome not deliverables, give clear direction and promotes buy in. * Delivery team have sufficient insight to responsibly contribute to sprint planning. * Acceptance criteria are understood by Delivery Team. * Needs of customers are communicated at sprint meetings. |
| **Product and Relationship Management**   * Work in partnership with the GCDO (including CSD) in their engagement with the all of government domain. * Represent the customer and wider stakeholder community to the agile delivery team. * Establish and maintain effective working relationships with key stakeholders, both internally and externally. * Be approachable and available, to team members to answer detailed questions about requirements. * Establish and maintain strong collaborative working relationship with Specialist and Delivery team members. * Liaise with vendors and other support teams to ensure services are delivered that are fit for purpose. * Provide coaching and mentoring to Product Owners in both technical aspects and the product ownership in general. * As required, develop and support the provision of advice to the DCE, CE and Ministers, in conjunction with the System Strategy and Initiatives team in the Digital public Service branch. | * Relationships support service delivery. * DIA‘s engagement with the all of government domain is unified and maximised. * Prompt turn around on Delivery team queries. * Senior Product Owner has well established solid working relationships with support teams. * Product owners are well supported |
| **Product Promotion**   * Develop, implement and maintain the marketing and communications plan for products within your specialisations. * Undertake promotional activities to raise awareness and profile of your specialist products within the portfolio. * Provide subject matter expert advice and advocacy to support awareness and uptake of the different products provided by the portfolio. | * Effective marketing and communications plans result in an increased take up of product. * GIS products are well known in the market place. * Product opportunities are proactively identified. * Potential opportunities for cross government collaboration are identified and appropriate action taken. |
| **Health and safety (for self)**   * Work safely and take responsibility for keeping self and colleagues free from harm * Report all incidents and hazards promptly * Know what to do in the event of an emergency * Cooperate in implementing return to work plans | * A safe and healthy workplace for all people using our sites as a place of work. * Health and safety guidelines are followed |

|  | | Advise | Collaborate with | Influence | Inform | Manage/  lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done | |
| Internal | Products and Partnerships Manager | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Capability Manager | ✓ | ✓ | ✓ | ✓ |  | ✓ |
|  | Portfolio Manager | ✓ | ✓ | ✓ | ✓ |  | ✓ |
|  | Specialist (Virtual Team) | ✓ | ✓ | ✓ | ✓ |  | ✓ |
|  | Business Support Team | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| External | Vendors |  | ✓ |  | ✓ | ✓ |  |
| Local and Central Government | ✓ | ✓ | ✓ | ✓ |  | ✓ |

| Your delegations | |
| --- | --- |
| Human Resources and financial delegations | Level Z |
| Direct reports | n/a |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Specialist](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Specialist_v7/$file/DIA_Profile_Specialist_v7.pdf).  **Keys to Success:**   * Problem solving * Critical thinking * Interpersonal savvy * Navigating complexity * Communicating with influence * Technical and specialist learning | **Experience:**   * Experience in supporting and advising on digital technologies within the government to citizen context. * Demonstrable experience in working and influencing senior managers providing them with high quality advice, including briefings and papers for decision-making. * Experience in developing and promoting digital solutions across business groups and or organisations. * Experience in developing and implementing product based communication and marketing plans. * Demonstrated commercial acumen based around sales and or product delivery * Previous experience of customer or user centred IT delivery management.   **Knowledge:**   * Subject matter expertise of a range of digital platforms and technologies and their practical applications in supporting business requirements and user needs. * Customer and market knowledge sufficient to understand customer wants and needs. * Familiarity with Agile project management methodology. * Understanding of the machinery of government.   **Skills:**   * Well-developed conceptual thinking skills with the ability to identify and analyse issues and recommend /apply appropriate solutions. * Well-developed communication, negotiation and relationship management skills. * Experience in the promotion, delivery and / or sales of a technically based product set * Proven experience in matrix management or a willingness to learn. * Ability to achieve results through collaboration. * Effective planning and forecasting in spite of inevitable priorities and compromises.   **Other requirements:**   * Relevant IT Delivery experience * A tertiary qualification * Ability to obtain a satisfactory MoJ Criminal check and Security Clearance |