

Transform Product Owner

Department: Customer and Local Services
Section: Change and Projects
Reports to: Transform Programme Manager
JE Ref: CLS1019.1

Grade: CS12

JE Date: 06/12/2024

Job purpose

The Transform Product Owner is responsible for leading a team of Senior Business Analysts within the Transform Programme, while also acting as the Product Owner for the solutions delivered by the programme.

This role is responsible for managing and coordinating the analysis, evaluation, and optimisation of business requirements, processes and associated systems, and ensuring that these align with the programme's strategic objectives and delivery timeline.

Additionally, the role is accountable for defining and communicating the product vision, prioritizing features, and ensuring that the solutions delivered meet business needs and desired outcomes.

Job specific outcomes

Leadership: Work with programme and business leadership to define and communicate the product vision and strategy to ensure alignment with the programme's objectives and stakeholder needs.

Team Management: Lead, mentor, and manage a team of Business Analysts and Senior Business Analysts, ensuring effective team dynamics to deliver high-quality business analysis services.

User Analysis: Interpret user research, quantitative and qualitative data to make informed product decisions, distinguishing between user needs and user wants, and recognising that users may not always be able to articulate their needs to appropriate develop solutions

Strategic Planning: Collaborate with programme leadership and other stakeholders to identify and prioritize business needs. Develop and implement strategies to ensure that the Transform product backlog and roadmap is aligned with the programmes strategic objectives, working closely with the delivery teams. Use product descriptions and iterative delivery plans to assign priorities and make informed decisions.

Project Oversight: Oversee and coordinate with the leaders of multiple projects and workstreams within the programme, ensuring that both the business analysis services and the product deliverables align with the programme and organisational goals and are delivered on time and within scope.

Stakeholder Management: Build and maintain strong relationships with key stakeholders to support programme delivery. Act as the liaison between the business, technical delivery teams and

programme office to ensure clear communication, prioritisation and understanding of requirements and deliverables.

Community Engagement: Be actively involved with partners and user communities to promote the organisation's principles. Foster a collaborative approach to solution delivery and engagement.

Communications: Plan communications regarding the product at launch and other key milestones within the product lifecycle to promote adoption of the product. Ensure post-launch communications are well targeted and contain key messages which are easily understood by different customer segments.

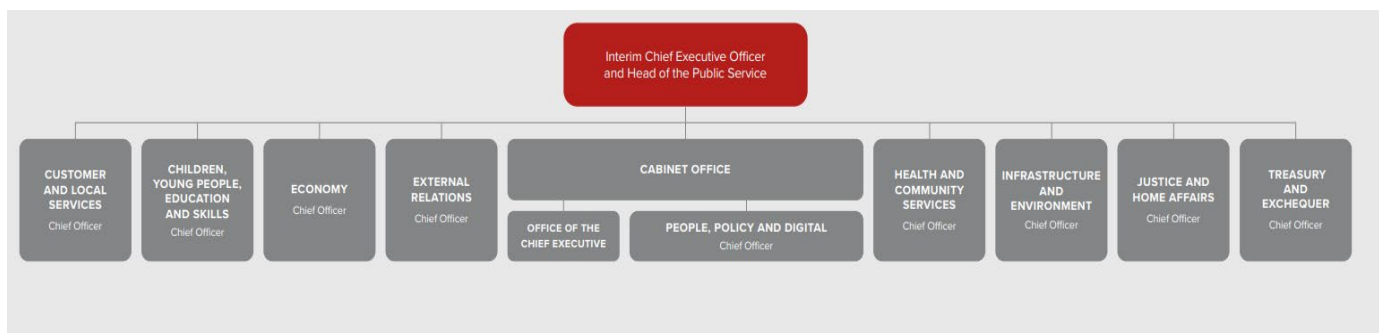
Quality Assurance: Implement and maintain quality assurance processes to ensure the accuracy and relevance of business analysis deliverables within Customer and Local Services.

Continuous Improvement: Promote a culture of continuous improvement within the team. Encourage innovation and the adoption of best practices in business analysis methodologies, including Agile and Waterfall.

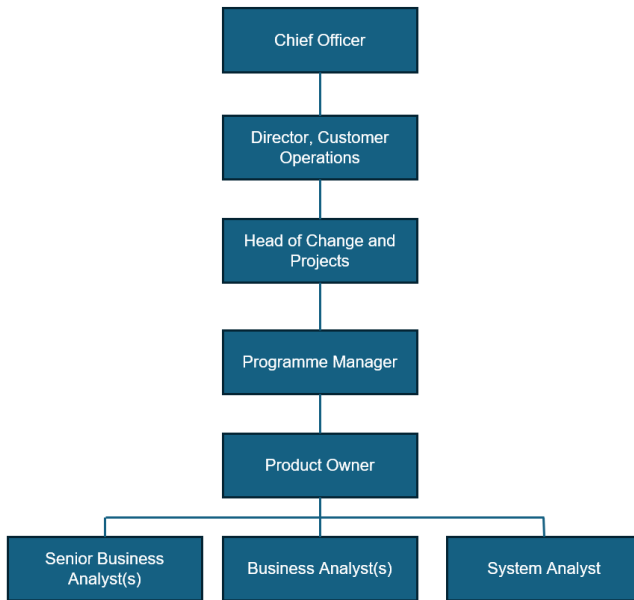
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Advanced degree in a relevant field (Business Administration, Information Technology, etc.) or equivalent professional experience.</p>	<p>Certification in Business Analysis or Project Management (e.g., BCS International Diploma in Business Analysis, Certified Business Analysis Professional, Project Management Professional, Agile PM).</p>
<p>Knowledge</p> <p><i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Extensive knowledge of business analysis frameworks and methodologies.</p> <p>Knowledge of digital landscape/technologies and Agile delivery models.</p>	
<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Strong proficiency in process-flow tools (e.g., Visio) and project management software (e.g., Microsoft Project, JIRA).</p> <p>Strong presentation and communication skills with the ability to confidently articulate the rationale for product and service decisions</p>	

	<p>Ability to work at both the strategic and tactical levels, from high-level vision, roadmap and service strategy to day-to-day delivery of individual features and stories</p> <p>Understanding of digital landscape/technologies and a clear passion for digital technologies and their potential</p> <p>Enthusiasm for working in collaborative, cross functional teams</p>	
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Strong leadership and team management skills.</p> <p>Excellent communication and interpersonal skills.</p>	
<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Proven experience in managing a team of business analysts and/or coordinating an IT project delivery team.</p> <p>Significant experience in business analysis within a similar or larger organization.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.