Solutions Product Owner

Department: Chief Operating Office

Division: Modernisation and Digital

Reports to: Head of Business Architecture

JE Reference: COO576

Grade: CS13   **JE Date:** 27/04/2020

Job purpose

The Solutions Product Owner is responsible for the delivery, ongoing success and continuous improvement of the Government's digital services for citizens, acting as the voice of the user, understanding and representing their needs. The Solutions Product Owner will develop the product vision, roadmap and backlog to develop products and services that meet user needs.

Job specific outcomes

- Responsible for defining a compelling product/service strategy and vision, contributing to the citizen centric delivery of digital services. Ensure individual product/service strategies and associated activity are aligned with the organisations overall strategic objectives.

- 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

- Create product and service roadmaps, working closely with the delivery teams. Use product descriptions and iterative delivery plans to assign priorities and make informed decisions.

- Bring together views and input from a wide range of contributors, such as senior stakeholders, developers and user researchers, on the product/service vision, definition and delivery approach. Build in feedback loops from the beginning of the project to inform prioritisation and iterations.

- Be responsible for the entire product/service lifecycle. Continue to improve the product/service post-launch through effective analysis of qualitative and Collaborate across the organisation to ensure user journeys between products services are optimised.

- Keep abreast of user habits, preferences, and behaviours, and up-to-date with the latest technology to advocate digital service delivery. Share their understanding of the digital marketplace, including best practice, costs, suppliers, methodologies and skills, with internal and external stakeholders.
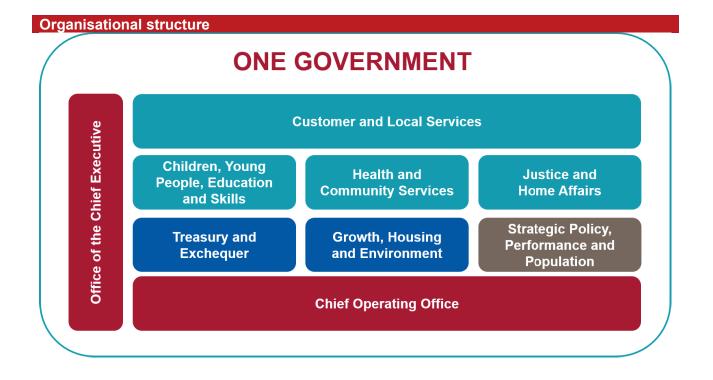
- Be actively involved with partners and user communities to promote the organisation's principles. Foster a collaborative approach to solution delivery and engagement.

- Plan product communication for launch and at key points during the product lifecycle to promote adoption of services

- Ensure post-launch communications are targeted to the right sectors and contain key messages which are easily understood. Identify and segment customer sectors to understand their different needs so that communications can be targeted appropriately.

Statutory responsibilities

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

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young People, Education and Skills	Health and Community Services	Justice and Home Affairs
Treasury and Exchequer	Growth, Housing and Environment	Strategic Policy, Performance and Population

Chief Operating Office

Person Specification

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
Qualifications *Please state the level of education and professional qualifications and / or specific occupational training required.*	Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience Agile (Scrum)	
Knowledge *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).*	Knowledge of digital landscape/technologies and Agile (Delivery)	
Technical / Work-based Skills *This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.*	Skilled in product ownership/management in an agile delivery context e.g. defining product visions, roadmaps, backlogs Strong presentation and communication skills, with the ability to confidently articulate the rationale for product and service decisions Strong data interpretation skills and ability to set, manage and monitor service metrics and key performance indicators	

	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. Understanding of digital landscape/technologies and a clear passion for digital technologies and their potential Enthusiasm for working in collaborative, cross-functional teams	
General Skills/Attributes *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.*		
Experience *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).*	Proven experience developing and delivering a digital consumer-targeted information, advice and guidance service Strong track record of the successful delivery and management of high-quality digital products/services	

Core Accountabilities, Attributes and Behaviour Indicators

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.