

Job Description

Job Title: Product Owner

Department: T&T

Responsible to: Systems Manager

Purpose of the

Post: A critical, multi-faceted role that covers the implementation, ownership and support of third-party and in-house solutions by way of managing product backlogs and development roadmaps.

Core Duties & Responsibilities

- Ensure adherence to the Agile software development lifecycle, resulting in the planning, design, building and testing of new software iterations, based on business needs.
- Work closely with the development team during Scrum events, overseeing each iteration of product development and supporting each sprint.
- Work closely with the infrastructure team to ensure architectural standards, disaster recovery and business continuity processes are followed, and best practice is met.
- Actively participate in and contribute to all relevant meetings: steering groups, account management meetings, 3rd party user groups, programme management and team meetings.
- Participate as a product expert within in business-led projects as part of the wider project team.

Product Implementation Duties & Responsibilities

- Evaluate business needs based on user requirements, culminating in 'build vs buy' analysis to determine appropriate solutions.
- Work closely with Business Analysts to translate business requirements into user stories for the development team.
- Manage the implementation of third-party products, managing relationships with vendors and key internal stakeholders.
- Ensure new products are effectively handed over for both product ownership and product services support.

Product Ownership Duties & Responsibilities

- Act as product owner for one or more business applications, developing and maintaining a working knowledge of the application(s), together with detailed knowledge of the business use cases.
- Maintain strong relationships with third parties in order to realise the development needs of the group by way of active participation in product road mapping.
- Define the vision for in-house applications under ownership, architecting new features and developing captured user requirements to ensure products are aligned with business objectives and priorities.
- Prioritise the product backlogs for the development team based on business objectives and priorities.

- Ensure new product features are effectively handed over for product services support and remain under continual review.
- Manage third-party application upgrades and patches, working with system support analysts to ensure successful delivery through repeatable processes.
- Managing the provision of product services support and system support analysts, along with third parties.
- Keep apprised of new technologies and innovations with a view on how they could improve business processes and systems.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Skills and Experience

- Relevant IT qualification or equivalent experience.
- Comprehensive knowledge of Agile SDLC.
- Demonstrable experience within a Product Owner role.
- Experience with Agile management software, preferably Jira Software.
- Experience developing software in some capacity (frontend, backend, database etc).
- Strong knowledge of system architecture and infrastructure (networks, virtualisation etc).
- Ability to multitask and manage multiple priorities.
- Excellent communication skills, both verbal and written.
- Meticulous attention to detail.
- Ability to communicate with both technical and non-technical stakeholders.

Cultural Values

- We care about people
- We take Accountability.
- We shape the future.
- We bring leadership.
- We deliver.

Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must always comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to understand inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must always comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the aims and objectives of our Environmental Strategy and draw to management's attention any adverse environmental impacts as well as actively engaging with the Planet Smart philosophy.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.