ROLE PROFILE

Job Title	**Product Owner – Front Office & Commercial**
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	Richmond
Leader	Product Leader
People Leadership	Yes
Job Level	4A

Role Purpose

Responsible for the design, realisation, operation and maintenance of one or several products according to defined business requirements related to Marketing/ Font Office and Commercial topics (incl. brand commercialisation, marketing planning, brand experience). Drive core business engagement with BBU and ODC teams and act as single point of contact for the respective product team and stakeholders ensuring customer satisfaction

Accountabilities

- Represent the product and service across the GTS organisation building successful stakeholder and customer relationships
- Ensure detailed understanding of business requirements and priorities for the product ensuring systems are customer centric and meet business requirements
- Ensure realisation, operation and maintenance of the product according to defined service level agreements, requirements, timeline, value/ ROI, cost and quality and ways of working
- Provide direction, coordinate and manage (agile) product team to optimise its value (speed & quality) and cost effectiveness
- Report product status and (agile) Product team progress to stakeholders using agreed governance
- Review and approve documentation of functional and non-functional product requirements utilising appropriate (agile) methodology
- Define, monitor and control product service level requirements ensuring targets are met
- Support portfolio management by forecasting demand, capacity and budget requirements to meet product needs across the function feeding into wider business objectives
- Define and prioritise product user stories together with the business in accordance to business value and return on investment
- Conduct (sprint) planning / (sprint) reviews and own, coordinate and manage the output of it to meet business objectives
- Working with the QA / Test engineers and DevOps ensure execution of product tests according to defined standards
- Ensure required documentation is produced and maintained by the (agile) product team follow standards from across all product teams
- Establish successful stakeholder relationships, managing expectations in the delivery, support and enhancements of products / services
- Define the impact of change to current processes, master data, business model and technology architecture when assessing requests or delivering change to the business alongside GTS teams and wider business to meet business objectives

Created by:	Lawrence McDonald

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HRBP:	Kirsty Morris
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Competencies

Leading and Supervising	Persuading and Influencing	Formulating Strategies and Concepts
• Provides others with a clear direction • Sets appropriate standards of behaviour • Delegates work appropriately and fairly • Motivates and empowers others • Provides staff with development opportunities and coaching • Recruits staff of a high calibre	• Makes a strong personal impression on others • Gains clear agreement and commitment from others by persuading, convincing and negotiating • Promotes ideas on behalf of self or others • Makes effective use of political processes to influence and persuade others	• Works strategically to realise organisational goals • Sets and develops strategies • Identifies, develops positive and compelling visions of the organisation's future potential • Takes account of a wide range of issues across, and related to, the organisation
Delivering Results & Meeting Customer Expectations	**Adapting and Responding to Change**	**Entrepreneurial and Commercial Thinking**
• Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals	• Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences • Deals with ambiguity, making positive use of the opportunities it presents	• Keeps up to date with competitor information and market trends • Identifies business opportunities for the organisation.

Skills and Experience

Educated to degree level or equivalent experience
5+ years of experience as a Product Owner or equivalent in a commercial environment
Experience of stakeholder management, defining and delivering business led priorities and improvement
Outstanding communication, presentation and leadership skills
Sharp analytical and problem-solving skills with a strong attention to detail while also demonstrating creative thinking
Excellent organisational and time management skills, both for themselves and for the rest of the team

In depth experience in delivery, with appropriate delivery methods - waterfall and agile development
Practical knowledge of using Service Management systems
Has a knowledge for the market, being aware of trends and competitor activity