## Role Profile

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| **Job Title** | **Product Owner– Finance & Admin** |
| **Business Unit / Group Function** | Central Services |
| **BU Team / Sub-Function** | GTS |
| **Location** | SBP / Arete |
| **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 Central Services (incl. payment and cash management, learning and development, talent management, legal and compliance, health and safety) . Drive core business engagement with Group Finance, HR, Corporate Communication and Legal 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
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| Created by: | Lawrence McDonald |
| Creation Date: | October 2021 |
| HRBP: | Kirsty Morris |
| Date of last revision: | 15 November 2021 |

**Competencies**

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| **Leading and Supervising**• 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 | **Persuading and Influencing**• 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 | **Formulating Strategies and Concepts**• 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**• 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 | **Adapting and Responding to Change**• 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 | **Entrepreneurial and Commercial Thinking**• 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