

### Job Description

Job Title:	Product Owner, Digital Platforms
Faculty/Professional Directorate:	Infrastructure Services
Subject Group/Team	Technology Services
Reporting to:	Director of Technology
Duration:	Continuing
Job Family:	Manager (IT)
Pay Band:	9
Benchmark Profile:	Manager (IT) Band 9
DBS Disclosure requirement:	No
Vacancy Reference:	

### Details Specific to the Post

#### Background and Context

IT Services (ITS) forms a key part of the new Infrastructure Services Directorate, which comprises both the University Estates & Facilities Directorate and ITS themselves.

The Estates & Facilities Directorate supports and maintains the physical fabric and grounds of the University whilst the primary focus of ITS is to support, improve and transform the way IT is utilised across the University of Hull. The combination of these two services within the wider Infrastructure Services is intended to ensure that digital technologies and digitalisation become ubiquitous across the institution; part of the same fabric and environment providing a seamless digital experience across our whole estate.

ITS is currently organised into four functional groups:

- IT Operations
- Technology Services
- Cyber Security
- IT Projects

Sitting within Technology Services, the Product Owner, Digital Platforms will be the technical owner of several key systems which support the University in the achievement of its goals.

This particular approach to systems development is new for the university, and the role is a new one. The role will work alongside the other Product Owners of different platforms in an effort to deliver meaningful, iterative change that aligns and supports evolving organisational, colleague and student experience requirements.

#### Specific Duties and Responsibilities of the post

The post holder is responsible for ensuring that the key systems within its remit (initially Scientia, Genetec, Planon and Filestream but possibly others in future) continue to add value to the university through the iterative and continuous evolution and shaping of systems and associated processes. Requiring very strong stakeholder management experience, the role is the leader of a cross-

functional and multi-disciplinary team of technology and business experts, as well as representing the systems across the wider university.

The post holder will be responsible to the Director of Technology for the overall management of the team and should come with a track record in systems management and enhancement, in a digital-services setting, preferably with a strong understanding of Public Sector organisations, ideally Higher Education.

Responsible for implementing consistent practices and processes across the team, the post holder should have a deep understanding of customer (both student and colleague) motivations and expectations to ensure excellence in service and delivery of capability, while being conscious of the future strategic development of the technology towards university goals.

At least initially, the role will have line management responsibilities for the specialists within the Product Team. This will be subject to review in the future as the wider notion of Product Ownership expands and the incoming Product Teams are hired and develop.

**The post holder will:**

- Nurture and maintain a set of diverse business stakeholders in order to drive product development alongside and in support of evolving business objectives
- Develop a comprehensive roadmap of product enhancements, balancing functionality as well as foundational platform improvements. Communicate this consistently to ensure complete transparency among all stakeholders
- Responsible for the entire product lifecycle, partnering with stakeholders, partners and customers to facilitate a strong product discovery process
- Ensure a compelling technology vision is created, communicated and delivered
- Accountability for the sign-off of user stories, business rules and, where appropriate, the wireframes and visual designs required for the delivery of the product roadmap
- Work as part of the agile delivery team to harness the team's creativity and skills, facilitating decision making and building value within the team
- Constantly seek opportunities to improve the product through market benchmarking and analysis
- Develop business plans for continued investment in digital products and realise the return on investment

**Qualifications**

- Bachelor's degree in Computer Science, Engineering, a related field, or relevant experience
- Proven experience as a Product Owner or similar role in an agile software development environment
- In-depth knowledge of student information systems and their functionality
- Strong project management skills, with the ability to manage multiple priorities and deliverables
- Ability to work collaboratively with cross-functional teams and stakeholders
- Excellent communication and presentation skills
- Experience with user research and usability testing tools and methods
- Analytical mindset, with the ability to leverage data to make informed product decisions

## GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

- Roles at this level are held by professional IT specialists with high-level expertise and will have a considerable degree of independent professional responsibility and discretion, working to broad parameters and policy guidance.
- The roles holder:
  - Will have responsibility for adapting or changing the service to ensure the appropriateness of, and the quality of the work and contribute to setting overall standards for the service across a function or area of the University.
  - Will influence decisions and developments within the University and contribute to setting overall standards across a University, Faculty or Department.
  - Will have responsibility for the operational planning and organisation of projects, an area of work, and/or teams. Sets performance standards and establishes monitoring procedures to keep track of progress and provide input to longer term planning.
  - Will apply creativity to devise varied solutions to problems where there is a mass of information or diverse, partial and conflicting data.

### Main Work Activities

#### Communication

- Discusses complex ICT procedures, concepts, operations and issues with audiences.
- Advises senior managers within the University on specialist issues.
- Presents information to a wide range of audiences.
- Explains and discusses new and existing policies in relation to operational activities.
- Creates and delivers presentations to communicate information both within and outside of the institution.
- Attends meetings to report on a range of issues, providing summaries and overviews.
- Makes presentations to senior management and external bodies regarding projects, initiatives, financial expenditure and other related issues.
- Communicates targets, goals, objectives and key performance indicators to direct reports.
- Identifies and communicates key information on issues such as return on investment, barriers to success and performance to the Director of ICT and other senior managers within the University.
- Produces technical briefings, statements and specifications for use within the department.
- Provides reports, on a regular basis, to the Director of ICT on key areas within the role holders area of responsibility.
- Provides content that can be included within strategic documents for publication across the institution.
- Composes departmental frameworks, procedures policies and guidelines.
- Contributes to business cases and other planning and tendering documentation.
- Produces documentation detailing financial and other statistical information.
- Responds to complaints or requests for information from customers, providing an appropriate level of explanation when necessary.
- Proof reads documentation produced elsewhere in the department prior to dissemination.

**Teamwork**

- Oversees and facilitates the supervision and mentoring of personnel, including providing any assistance required with work allocation, training, and problem resolution.
- Provides support to the ICT Director.
- Act as a deputy for the ICT Director including attending or chairing, when appropriate, Committee meetings across the University.
- Contribution to team and departmental objectives and goals, motivating and mentoring staff from across the department, contributing ideas and expertise and ensuring that work is delivered within departmental frameworks, to budget and on time.
- Provides advice and guidance to the team pertaining to agreed initiatives, services, processes and procedures.
- Manages team resources effectively to maintain acceptable levels of staff utilisation, whilst ensuring constant development and improvement of the team's overall technical and personal capabilities.
- Provides motivation and mentoring to employees to achieve peak productivity and performance. Contributes ideas and expertise, ensuring that work is delivered within departmental frameworks, to budget and on time.
- Conducts appraisals for direct reports.

**Liaison and Networking**

- Working within existing departmental frameworks, proactively develops and maintains internal and external contacts to benefit the University.
- Establishes communication with new partner organisations and internal and external networks.
- Proactively ensures the development of effective on-going relationships with University staff to align existing activity with the strategic direction of the department/faculty.
- Develops, manages and maintains productive strategic relationships and networks with senior representatives in a broad range of private and public sector partners to assist the continuing development, reputation and effectiveness of the University.
- Builds and participates in networks internally and externally.
- Represents the Department and University at a senior level at regional and national meetings, conferences and events.

**Service Delivery**

- Ensures universal compliance with existing departmental frameworks policies and procedures.
- Takes responsibility for overall service delivery and development, which involves:
  - monitoring standards and levels of service.
  - obtaining feedback and using research to inform developments and ensure quality.
  - taking appropriate action on the impact of external factors.
  - having oversight and awareness of proposed actions and actions taken when service availability and quality are threatened.
- Takes responsibility and is accountable for the effective management of the quality of services.
- Takes responsibility and is accountable for programmes and projects that contribute to improving service delivery.
- Takes responsibility and is accountable for the systems and processes that ensure effective delivery of services.

**Planning and Organisation**

- Plans and organises personal workloads and time to ensure that tasks and responsibilities are completed within designated timescales.
- Develops and implements policies, procedures and frameworks.

- Promotes the use of University quality procedures and complies with all internal/external frameworks and record-keeping requirements.
- Develops and implements strategic and operational plans in collaboration with the Director of ICT.
- Plans, co-ordinates and takes responsibility for the delivery of projects. Plays a key role in future strategic development for the continued development of the area.
- Works with the Director of ICT to lead the development, implementation and delivery of departmental strategies and departmental responses to the University's overall strategies.
- Sets performance targets.

#### **Analysis & Research**

- Analyses technical and service oriented data and produces reports.
- Analyses area budgets and performance statistics in order to identify possible areas for improvements in efficiency and effectiveness.
- Analyses project proposals. Identifies omissions and errors in requirements, and conducts feasibility studies. Recommends the best way forward.
- Reviews and approves all aspects of design, analysis and development for quality and adherence to standards.
- Analyses data to provide timely and accurate information, forecasts and advice to senior managers to inform business plans that are set in the context of University strategies and policies.
- Works independently and with external consultants to identify trends and patterns that may benefit or impact ICT service delivery within the University.

#### **Additionally the post holder will be required to:**

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
- Fulfil the managers' responsibilities as described in the University's health and safety policies. These duties include responsibility for ensuring that suitable and sufficient risk assessments are in place for activities within your area of control and for ensuring appropriate health and safety training is in place.
- Support staff to demonstrate their commitment to equality, diversity and anti-discriminatory behaviour. This role includes making time available for staff to undertake mandatory equality and diversity training
- Raise awareness amongst staff and support staff to fulfil their responsibilities to comply with University regulations, policies and procedures

## COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

**Guidance for managers:** You may wish to amend or change the knowledge and experience required for a specific role. For example you may wish the post holder to have experience of customer service, if so please insert below. **(Please delete this guidance when section is completed)**

Competency	Identified by
<b>Knowledge and Experience</b>	
Has substantial experience in IT and demonstrates a range of knowledge. Capable of learning new concepts, ideas, procedures and systems in a short timescale to shape services that are delivered to staff, students and other customers.	Application/Interview
Has knowledge and experience to identify and develop departmental frameworks and working practices.	Application/Interview
Can demonstrate the ability to shape and influence developments within the department by drawing on the expertise within their own area of responsibility and their existing knowledge and experience.	Application/Interview
Has knowledge and experience to establish organisational structures, working practices and cultures.	Application/Interview
Expertise is likely to be recognised externally by the award of a professional qualification, graduate/postgraduate qualification and/or fellowship of a professional body.	Application/Interview
Can demonstrate a significant level of leadership ability and has experience of the effective management of staffing resources.	Application/Interview
Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.	Application/Interview
<b>Communication (Oral and Written)</b>	
Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist.	Application/Interview
<b>Teamwork and Motivation</b>	
Can demonstrate the ability to have responsibility for a service/function. Clarifies the requirements of the tasks to meet the overall goals and objectives. Monitors progress and takes appropriate action to deal with	Application/Interview

difficulties and conflict. Identifies development and training needs of the team, monitors performance and gives feedback.

**Liaison and Networking**

Can demonstrate the ability to actively seek to build productive relationships between internal and/or external bodies to benefit the University.

**Application/Interview**

**Service Delivery**

Can demonstrate the ability to adapt the service and systems to meet the needs of the customer and identify ways of improving standards. Takes action to resolve issues and complaints. Collates feedback and views from customers and keeps up to date with changing needs to inform service development/adjustments.

**Application/Interview**

**Decision Making**

Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision.

**Application/Interview**

**Planning and Organisation**

Can demonstrate the ability to agree objectives and requirements for the team or area of operation. Monitors overall progress of project or area of operation and ensures corrective action is taken.

**Application/Interview**

**Initiative and Problem Solving**

Can demonstrate the ability to initiate processes and procedures to resolve new problems. Anticipates possible implementation difficulties and identifies practical ways of overcoming or preventing them. Takes account of others and the broader context when generating options.

**Application/Interview**

**Analysis/Reporting**

Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings.

**Application/Interview**