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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Technical Product Manager |
| **Grade:** | J |
| **Responsible to:** | Senior Product Manager |
| **Staff managed:** | Manage staff on a project/matrix basis (not direct line management) |
| **Date of issue:** | October 2021 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| T&C provide technology and change services across the Council and increasingly to others through partnership or commercial arrangements.  A key strategic aim for the Council is the digitisation of Council services, ensuring that online services are user-centric in their design and development and that they provide quantifiable benefits to customers and cost savings to the Council.  The post-holder will work closely with customers to develop and implement digital and data capabilities that support the Council’s strategic aims, collaborating effectively across corporate functions and Directorates/Service Areas to scope and deliver high quality customer experiences and to ensure a coherent and coordinated approach. Adhering to the implementation of appropriate principles and standards relating to the digitisation of Council services and ensure that digital services are aligned with, and support, other customer channels including telephone and face to face.  The post-holder will be an analytic power user and ensure the successful delivery of digital and data products using transformation, analytics and visualisation techniques, and will also be responsible for the ongoing support and continuous improvement of these digital and data products. |

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| Structure |
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| Job Description | |
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| Job purpose | You will take products through discovery, alpha, beta and live phases of development with the goal of making Council services simpler, easier and faster to use. You will devise and iterate the product roadmap and backlog, be a champion for user needs, document product knowledge, and communicate plans and progress through various channels including social (eg. Yammer), stakeholder meetings and demos. |
| Operational management | * Support and develop digital and data capabilities that support the Council’s strategic aims * Manage products through product lifecycle * Ensure all staff working in digital project and product teams use modern approaches to the delivery of digital and data products and services including agile, user experience design and product management * Ensure that the quality of digital and data products and services meet agreed quality standards * Ensure adherence to user experience design practice at the Council, and relevant technical strategies, policies, standards and practices (including security). * Support on the analysis of digital and data products and services to detect deficiencies and request solutions for improvement * Adhere to strategies to support future delivery of digital and data products and services to meet the Council’s business needs * Use a variety of IT applications and software to obtain and manipulate data in a way that is accessible and useful to decision makers. * To provide guidance and support to members of the team in order to ensure an efficient service is provided. * Represent the Data and Intelligence team within the Council and promote the awareness and usage of business intelligence |
| Communications | * Establish excellent relationships with customers. * Use effective communication systems appropriate to the audience. * Negotiate effectively with external agencies to ensure best value for the Council. * Contribute to governance boards, steering groups and other stakeholders |
| Partnership / corporate working | * Liaise as required with partner organisations on digital and data projects and issues as appropriate. * Promote inter agency working in the use of digital and data products and services, planning and developing services with other teams/agencies. * Record, summarise, share and feedback information to ensure all partners are appropriately informed. |
| Resource management | * Matrix manage teams of specialist professionals to deliver and support digital and data products. * Ensure that you take responsibility in escalated issues. * To be proactive in the promotion of continuous personal development of all staff allocated to the team, including self. * Ensuring accurate recording of time. * Ensure change is managed effectively in order to ensure service delivery is maintained |
| Strategic management | * Contributing to the production, monitoring and review of the procedures and policies for digital and data products and services. * Supporting the Senior Product Manager in identifying business opportunities to develop and enhance the service to the customers * Identify and develop business process improvement opportunities * To actively identify new and innovative ways of doing things |
| Systems and information | * Use data and information as appropriate to quality assure digital and data products * To ensure the development, implementation and ongoing support of effective digital and data products to support the work of stakeholders and customers. To maintain awareness of changes / new source systems and the implication on digital and data products. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Good understanding of digital and data product management methodologies including user centric design, and user interaction design * Working knowledge of requirements elicitation and UX analysis techniques, e.g. user research, business process testing, user stories, customer journey mapping * Knowledge of Agile Framework and practice * Good understanding of change management principles * Good functional understanding of key technologies , e.g. PowerBI, SQL, Location Intelligence, CRM, mobile computing, digital services | * Understanding of policies and procedures relating to organisational change * Understanding of organisational development |
| Experience   * Experience of planning and delivering work successfully in a project or product environment * Experience of working with a range of stakeholders to deliver successful outcomes * Experience of product lifecycle management * Experience of user centric design and/or user interaction design * Significant experience of analysing, designing, developing and testing reporting products. | * Experience of working in a software development environment * Experience of using the Agile framework   Experience of working in a matrix management environment |
| Occupational Skills   * Ability to prioritise work and work to agreed minimum viable product (MVP) * Ability to deliver digital and data products that adhere to design and data principles * An understanding of the variety and complexity of users’ digital and data needs and how the product will meet those needs * Ability to influence and persuade internal and external staff at both senior and middle management levels to enable new ways of working. * Excellent planning and organisational skills * Ability to make decisions within own area of responsibility * Ability to proactively identify, manage and mitigate risks * Ability to plan and develop new ways of working * Ability to problem solve issues |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role  Educated to Level 3 standard (e.g. A levels, HND/C) in a field relevant to the post or equivalent experience   * Continuing professional development |  |
| Other Requirements   * Ability to travel for work purposes. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.