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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | T&C Product Owner |
| **Grade:** | K |
| **Responsible to:** | Team Leaders (Service Owners/Technology Leads) - Corporate Systems, Digital Work Place & CIA. |
| **Staff managed:** | Manage a team of specialist professionals |
| **Date of issue:** | July 2020 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| Technology Services is the technical and service delivery arm of Technology and Change (T&C); its products under-pin all the council’s services and some of its partner’s services. The role includes working with regional and national partnerships on shared technology infrastructure and services.The T&C Product Owners work with Service Owners to ensure their products meet the current and future needs of the business. They act in the capacity as resource managers for their team and ensure the effective operation of key management information systems, communication systems and equipment across NYCC, aligning them to T&C services, business processes and statutory process and reporting requirements. They work closely with colleagues both internal and external to North Yorkshire County Council, in particular service owners, heads of service, service users and suppliers. Occasional out of hours working is required. The role does require the post holder to occasionally travel for work purposes. |
| Job specifics |
| * The T&C Product Owner is required to deliver their service utilising the industry standard best practice processes and functions detailed in the latest ITIL Service Management framework and in line with the Council’s accreditation to ISO/IEC 20000 service management.
* Ensure compliance with the policies and standards outlined in the Council’s Information Security Management System (ISMS) to ensure the integrity, confidentiality and availability of the Council’s information assets is maintained and accreditation to ISO 27001 is retained.
* Demonstrate expert knowledge of each service’s product’s capabilities and, in conjunction with users and business relationship managers, review functionality of each service product to ensure that it continually meets changing business needs as part of the service portfolio.
* Maximise the utilisation of product capabilities across the organisation to deliver business benefit and create business value.
* As part of continuous service improvement, work closely with business relationship managers and business areas across the organisation to understand, analyse and improve business processes aligning them to relevant and effective IT products.
* Contribute to the development of the ICT roadmaps for their portfolio of products through regular engagement with suppliers and market research, demonstrating their alignment to the strategic direction of the business.
* Support the effective and robust financial management of all assets, applications, products and tools within the team’s product portfolio to ensure delivery against budget.
* Contribute to the selection, enhancement and development of new and changed IT services, key management information systems, communication systems and equipment to support the activities of business areas, playing an active role in service design activities and documentation.
* Ensure adherence to Operational Level Agreements (OLAs) with component owners, monitoring performance against the agreements and ensuring corrective action to address areas of underperformance.
* Working with other T&C Product Owners to ensure a consistent approach, be responsible for the agreement, documentation and embedding of processes and procedures to underpin all relevant service management policies and practices and monitor performance against these to assure adherence.
* Be accountable for the performance of their products, ensuring the appropriate execution of service management practices in relation to those products, for example, change, incidents, problems and requests.
* Carry out robust contract management of all portfolio products in accordance with associated risk rating, to drive cost reduction and increase the business value.
* Develop and manage effective relationships with third party suppliers, monitoring, resolving issues and escalation under performance appropriately.
* In conjunction with other staff within T&C and the service area(s), be actively involved in the research, development, implementation, configuration and migration to new and revised applications, products, tools and technologies to meet the service needs.
* Champion the needs of our customers through delivery of ICT-related services, in addition to advocating good use of ICT across NYCC.
* Manage staff to ensure a high quality second and third line support services, supplying expert solutions to problems within agreed service levels.
* Work proactively to identify and support the implementation of continuous service improvement initiatives to increase customer satisfaction.
* Take responsibility for ensuring operational processing is undertaken according to agreed schedules and in a controlled manner.
* Lead and co-ordinate the thorough testing of information application upgrades and enhancements whilst adhering to Release and Deployment Policy and Practice.
* Manage resources to allow time for research and development into new functions and features and upskill team so they can promote them to the user base to maximise their use of the products.
* Adopt a continuous service improvement approach by responding to customer feedback and instigating the customer escalation process when appropriate to ensure that it is captured, investigated, managed and preventative actions are completed to avoid reoccurrence.
* Support the identification of end user training needs through analysis of incident data and feedback and support staff in developing on-line training materials, deliver lunch and learn classroom training and ad-hoc training when required.
* Coordinate publishing of content on the web through the use of e-forms and other technologies.
* Put in place procedures to ensure that database integrity and data quality used locally and fed into national systems is of the highest accuracy.
* Develop new more efficient ways of working, influencing both senior and middle management to embrace changes to ICT systems and new working practises.
* Manage expectations with system users regarding resolution of errors, inaccuracies, and exceptions in information systems.
* Be responsible for the ownership and management of problems, alerting the service owner to any risks or issues resulting from persistent or re-occurring system issues.
* Organise, chair, attend and contribute to internal and external user group sessions working collaboratively with internal external representatives to share best practice and improve utilisation of product functionality.

T&C Product Owner – Customer, Legal and DemocracyThe customer, legal and democracy Product Owner, responsible for a wide portfolio of key information systems that support a varied range of business areas and processes including corporate customer relationship management, service management, legal, democratic services and communications.T&C Product Owner – Asset, Transport and EnvironmentThe asset, transport and environment Product Owner, responsible for a wide portfolio of key information systems supporting the corporate functions of property including access and premise security, and Business and Environmental Services processes such as highways asset management, passenger transport, fleet management and countryside access.T&C Product Owner – EducationThe education Product Owner, responsible for a wide portfolio of key information systems that support the education business areas and processes such as special educational needs, education improvement, health and safety, music service, prevention and adult learning. T&C Product Owner – Community and Social CareThe community and social care Product Owner, responsible for a wide portfolio of key information systems that support the social care business areas and processes such as children and adults social care alongside other products surrounding community, health and wellbeing T&C Product Owner – HR, People and PensionsThe HR, people and pensions Product Owner, responsible for a wide portfolio of key information systems that support the corporate HR and pensions business area and processes such as staff management, payroll, pensions, training, recruitment and occupational health alongside other people based services. T&C Product Owner – FinanceThe finance Product Owner, responsible for a wide portfolio of key information systems that support the corporate finance business areas and processes such as financial management, procurement, income and debt management, payments and cash management.T&C Product Owner – Office ProductivityThe office productivity Product Owner is responsible for digital office tools, technology and software on all hardware platforms, ensuring a positive service user experience, proactive engagement with staff to maximise business productivity, facilitate innovative and flexible working practises through the use of technology.T&C Product Owner – Field TechniciansThe Field Technician Product Owner, responsible for the delivery of a highly skilled and responsive field based second line support service delivering incident resolution and request fulfilment for desktops, laptops, tablets, printers, mobile devices, comms and networking.T&C Product Owner – Asset & Request ManagementThe asset & request management Product Owner, manages the entire lifecycle of all ICT service user hardware and software assets from the request, procurement, configuration, provision, utilisation, reuse and/or disposal. T&C Product Owner – Access ManagementThe Access Management Product Owner, manages the entire lifecycle of staff access to applications and systems provided by T&C. They will ensure the adherence to strict security policies ensuring that all access is approved, granted and withdrawn when the member of staff leaves the role. Inappropriate access to systems and personal data can lead to heavy fines from the ICO as well as compromising NYCC’s confidentiality, security and availability of services. |

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| Structure |
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| Job Description |
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| Job purpose | The core focus of this job is to lead and manage the development and provision of services and to be responsible for the effective operation of key ICT products, hardware and applications and tools ensuring the highest standards of service is given at all times.The post holder will direct and support the work of colleagues throughout NYCC and work collaboratively with Assistant Directors, service managers, project teams and project leads to effectively deliver projects, utilise resources and drive through change.The post holder will lead activity focussed on a core group of systems and/or services, managing and coordinating the work of others to provide efficient, effective and timely support to all customers, thereby ensuring corporate aims and objectives are achieved.The post holder may be required to represent NYCC at regional and national forums and user groups. |
| Operational management | * Provide effective leadership, advice and support to other staff in relation to the service area.
* Provide supervision and management oversight to staff within the team, undertaking the allocation of workload, monitor performance and resolve workload issues as they arise.
* Deliver targets as set down in the service and team plans.
* Manage performance against agreed service levels and operational level agreements for each product in their portfolio.
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| Communications | * Establish and maintain effective communication between internal and external colleagues, clients, suppliers and ensure collective information sharing.
* Share best practice with relevant national organisations and other Local Authorities
* Produce project and business as usual updates, as required.
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| Partnership / corporate working | * Promote an environment of openness and innovation where colleagues understand the changes being proposed through product improvement activity and are encouraged to engage in a positive manner.
* Identify and challenge business processes to ensure NYCC service teams are able to use systems effectively.
* Work closely with suppliers monitoring service levels.
* Liaise with schools and other third parties to establish effective data sharing arrangements.
* To work directly with linked services to ensure that work is joined up and coordinated.
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| Resource management | * Carry out people management processes such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
* Undertake professional monthly supervision of staff as well as annual staff appraisals, ensuring that all team members are appropriately appraised and supervised.
* Have a working awareness of CST product budgets, as appropriate, and ensure best use of NYCC funds.
* Co-ordinate and lead project or work groups when required
* Ensure consistent methods of working are adopted by team members and best practice shared
* Deliver high standards of performance against agreed indicators.
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| Systems and information  | * Use of appropriate databases, hardware, applications, products and tools to ensure effective delivery of the service and, as appropriate, to quality assure the work of other professional and support staff.
* Support the development of products and data integration.
* Effectively evidence management oversight of critical decisions and practice.
* Encourage the team to share information and best practice.
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| Strategic management  | * Act as recognised expert within specialist field.
* Contribute to the development of practice and policy within the team and across the service.
* Lead the development and implementation of systems ensuring they meet local and national agendas and targets.
* Develop procedures and guidance to ensure the efficient operation of systems and associated tasks
* Champion continuous service improvement encouraging staff to seek out opportunities and drive forward initiatives.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Knowledge and experience of good practice standards in relation to service management practices
* Strong ability to analyse, understand and resolve problems
* Understanding of and sensitivity to the implications of handling data.
* Understanding of the role of digital workplace collaboration and communication products and tools in supporting an agile organisation
* Understanding of the role of information systems in supporting business needs.
* Good understanding of IT industry best practises and procedures
* Strong theoretical knowledge of business processes relating to services supported by key corporate systems, as appropriate.
 | * Understanding of ITIL service management and service ownership and change, incident and problem management processes
* Good understanding of service call management systems and workflow
* Knowledge of ISO20000 standards
* Knowledge of ISO27001 and ICT security practices
* Awareness of service delivery in an ICT environment
* Project management methodologies
* Awareness of relevant legislation, financial and educational
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| Experience* A strong understanding of systems from a system user perspective.
* Significant experience of dealing with ICT incidents and associated problem management
* Significant ICT experience in supporting, implementing and developing large information systems, collaboration and communication tools.
* Experience of maintaining high levels of data quality on a relational database.
* Experience of delivering against performance indicators and service level agreements.
* Proven skills and confidence in the use of standard office software, collaboration and communication tools, IT applications and a willingness to undergo further training.
* Can demonstrate project management experience.
* Experience of resource management.
* Excellent customer care skills, including the ability to listen, interpret and understand requirements.
 | * Working with suppliers, their services and contracts.
* Experience of using change, incident and problem management systems
* Experience of coding/ scripting in multiple languages, including visual basic, xml and html.
* Experience of Java and CSS.
* Experience of publishing intranet and internet-based content
* Experience of managing staff
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| Occupational Skills* Ability to manage, supervise and support staff.
* Excellent communication skills, both oral and written.
* Excellent planning, organisational and administrative skills.
* Ability to influence internal and external staff at both senior and middle management levels to enable new ways of working.
* Ability to set targets, manage performance, and appraise staff across different activity areas.
* Support, challenge and motivate staff.
* Ability to prioritise workload effectively.
* Works productively in a pressurised environment.
* Makes decisions within own area of responsibility.
* Good interpersonal skills
* Self-confident and self-motivated manner.
 | * Ability to plan and develop new ways of working
* Confidence to challenge barriers to effective practice
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| Skills framework for the Information Age (SFIA) levels [Link](https://www.sfia-online.org/en/framework/sfia-7/skills-home) | * Service Level Management AVMT (Level 5)
* Application Support ASUP (Level 5)
* Capacity Management CPMP (Level 5)
* Incident management USUP (Level 5)
* Problem Management PBMG (Level 5)
* Security and Administration SCAD (Level 4)
* Asset Management ASMG (Level 5)
* Change Management CHMG (Level 3)
* Release and Deployment RELM (Level 6)
* Systems integration SINT (Level 5)
* Testing TEST (Level 5)
* Contract Management ITCM (Level 4)
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Evidence of Continuing Professional Development in ICT or systems environment.
* Educated to A level standard, HND/C or equivalent qualification/ experience
 | * Prince 2 (or equivalent project management qualification)
* ITIL Service Management qualification
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| Other Requirements* Ability to travel across the County
* Ability to work flexibly, occasionally working outside of standing working hours.
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| 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.