Product Owner

Department: Directorate of Technology, Estates & Facilities - IT Services

Hours of work: Full (or part time by arrangement)

Contract type: 1 Open-ended and 1 Fixed Term Maternity Cover

Salary: £42,155 - £51,805 plus £6,000 per year market supplement reduced pro rata
Introduction

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.
Digital: Software, Projects, BA/change management.

Estates Development: Estates Programmes, Projects, and DTEF Engagement.

**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings
Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role is part of the Digital Services team within IT Services.

IT Services (ITS) is fundamental to the teaching and research success of the University and underpins all day to day operations. The services IT provides are available to the whole University community of around 25,000 students and staff. Our aim is to deliver services that are secure, reliable and resilient and, above all, serve the University’s mission and desire to transform. ITS continually develops new services to meet changing user needs, provides first-line IT support and facilitates business change and process improvement.

We are delivering an ambitious digital transformation agenda by creating products and services which enhance the experience of studying, living and working at the University. Our diverse and inclusive team of the best engineers, product owners, technicians, analysts and project managers make this happen.

We are looking for the disruptors and innovators, those who see the world and the problems within it differently from everyone else. We encourage an open collaborative environment to create the best outcomes.

Main purpose of the role

To co-lead an agile service delivery team and to be involved in making strategic team decisions and contribute to the Digital Services team strategy as part of the service delivery leadership team. Each team is aligned with an area of business within the University to deliver change and product owners have a key role in maximising the value of the work that their service team delivers. This means delivering excellent digital products and services and meaningful digital change that aligns with the work of the University and its own future vision.

The post holder will develop positive, collaborative relationships between University business areas, project teams and technical development teams that deliver valuable work and excellent customer service.

Owning a set of services, the post holder will work with business/service owners and users to understand their needs and challenges and use this information to help prioritise work. Alongside business analysts, the post holder will be empowered to continuously improve and add value to services to make them the very best they can be.
To develop and apply new tools and techniques and coach others so that they can use these effectively. The successful delivery of our portfolio of projects, service improvement and support work requires Product Owners who can build trust, lead change and support all aspects of digital service delivery.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

1. **Role Specific Responsibilities**

   - Co-lead a service delivery team working on large, complex, cross-functional projects in our digital and business change portfolio
   - Own and maintain your team’s product roadmap in line with wider University and portfolio priorities, balancing project demands with other ongoing continual service improvement work in order to deliver work that is of the most value
   - Lead effective conversations with technical and business stakeholders to understand business challenges and identify solutions that will meet user needs
   - Work with Service Owners, Project Managers and Digital Services senior management to prioritise and sequence competing requests from services and projects
   - Direct discovery work and influence business cases for change
   - Own and maintain the team backlog, facilitating refinement and prioritisation sessions
   - Monitor delivery of work using appropriate tools and metrics (e.g. Jira, ProductPlan)
   - Work with development teams to develop functional specifications and manage supplier relationships leading to new or enhanced services
   - Promote and utilise Agile project delivery
   - Contribute to the community of practice across the University, providing guidance and support

2. **University of York Responsibilities for Grade 7**

   **Service and Operational Delivery**
   - Contribute to operational leadership and decision making to shape the nature and level of professional and support services within own area of responsibility.
   - Line manage and lead the work of a team or section; optimise use of resources and ensure team objectives are met; set the overall direction and goals of the team.
   - Accountable for delivery of a service for a large or complex area or across multiple service areas.
   - Make effective use of digital solutions to carry out operational activity and lead the development of efficiency improvements.
   - Provide support and encouragement for members of the team through effective leadership; demonstrate compassion and give advice on commonly occurring wellbeing issues

   **Continuous Improvement**
- Review service / operational delivery, identify additional service requirements or shortfalls and develop innovative solutions to progress.
- Promote the improvement and efficiency of services by implementing and managing the review and improvement of service procedures.
- Review internal and external practice to identify and deliver opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for significant, long term or complex problems.
- Proactively identify opportunities for building new personal knowledge and skills for self and others. For roles at this level with line management responsibilities, ensure training and development needs of the team are met.
- Deliver knowledge sharing on specialist defined processes to the broader team and/or the University.

Specialist Contribution
- Act as a specialist point of contact for dealing with complex data and information sources, providing interpretation and analysis.
- Responsible for shaping the development and learning of others both within and outside of the team, through the design and delivery of training sessions.
- Provide expert professional subject expertise and problem-solving skills, sharing knowledge with the team as needed

Collaboration and Communication
- Produce communications for promotional and reporting purposes, designing and structuring information and facts, applying creative and innovative principles to influence and engage.
- Actively participate in internal and external communities of practice and knowledge sharing with a view to inform and improve future service or operational delivery plans and development.

Governance and Oversight
- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards, ensuring appropriate controls and monitoring interventions are in place.
- Provide advice to stakeholders regarding compliance and regulations where there is a level of ambiguity or discretion to be applied.
- Horizon scan to understand emerging legislation and regulation and support consideration of the University’s response.
- Where applicable to the role, take responsibility for health and safety considerations of the work environment, through the completion and implementation of risk assessments.

Planning and Organisation
- Responsible for the planning and organisation of the workload of the team across a range of activities, on a regular basis.
- Contribute to longer term planning requirements at operational and occasionally strategic level; make recommendations about future resource requirements.
- Lead large scale projects to facilitate major service or operational change.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of the software development lifecycle</td>
<td>Essential</td>
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<td>Knowledge of product ownership, and related management tools and techniques</td>
<td>Essential</td>
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<td>Knowledge of agile project management and development practices</td>
<td>Essential</td>
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<td>Ability to lead complex software development projects, product management and development teams</td>
<td>Essential</td>
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<td>Ability to prioritise and plan development and business analysis work, guiding stakeholders through the challenges of prioritisation, making clear recommendations and decisions</td>
<td>Essential</td>
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<td>Ability to adapt your preferred communication style to complex situations by understanding the needs of the organisation and its stakeholders</td>
<td>Essential</td>
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<td>Ability to identify and define business needs, synthesising information to support the rationale for change and helping others to see the value of it</td>
<td>Essential</td>
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<td>Ability to ensure requirements are defined, aligned with business needs and supported by measurable evaluation criteria for acceptance testing</td>
<td>Essential</td>
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<td>Experience of actively managing stakeholder collaboration and supporting others in complex stakeholder interactions</td>
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<td>A person who has a proactive, adaptable and resilient approach to developing and delivering projects and change</td>
<td>Essential</td>
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<td>A person who has a confident and mature approach to working with colleagues at all levels in the organisation</td>
<td>Essential</td>
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<td>Relevant certification (e.g. Certified Scrum Product Owner) or membership of a professional body</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of SaaS and cloud computing</td>
<td>Desirable</td>
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<td>Knowledge of business systems and processes in Higher Education</td>
<td>Desirable</td>
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<td>Ability to develop new tools and techniques and applying existing ones in new ways</td>
<td>Desirable</td>
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<td>Ability to share progress though organising and facilitating key meetings including showcases and reviews, often to executive-level stakeholders</td>
<td>Desirable</td>
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Experience of directing discovery work and requirements gathering in a large, complex organisation  

Desirable

Experience of identifying the costs and benefits of a potential solution and developing a business case for change  

Desirable

Experience of different types of project eg business change, in-house development, commercial SaaS implementation, system integration  

Desirable

University of York Person Specification for Grade 7

Qualifications:

Level 6 qualification. (Qualifications at this level include a degree. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.  

Essential

Skills - demonstrates the ability to:

Lead large-scale projects  

Essential

Gather, analyse, interpret and report complex data/information  

Essential

Use digital technologies including Google applications and/or Microsoft Office  

Essential

Communicate to engage and influence others  

Essential

Behaviours:

Works collaboratively with others  

Essential

Delivers a quality service  

Essential

Develops self and others  

Essential

Actively champions respect, inclusivity, equality and diversity  

Essential

Identifies and implements continuous improvement  

Essential

Additional Personal attributes

Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website at: Our values

Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others  

Essential

Have strong team spirit and pride in your standard of work  

Essential

Value colleagues and support their commitment to behaviour that is consistent with our core values  

Essential