

JOB DESCRIPTION

JOB TITLE:	Product Owner CRM
GROUP:	Business Services
TEAM:	Digital
REPORTS TO:	Digital Products Manager
DATE:	October 2024

Our strategic intent

To be trusted partners leading education in the primary sector for a prosperous and sustainable New Zealand. We will do this by:

- Continue to build a high trust partnership model.
- Ensure high learner achievement.
- Continue to operate a sustainable education business.

Purpose of Role

The Product Owner CRM and is responsible for the management of the Primary ITO Trainee Management System (TMS) 'Trellis' and applications within their ecosystem. The key purpose of this position is knowing every part of a product, its purpose, how it works and what each part does. The Product Owner CRM will take initiatives from the Digital Products Manager, break them down into stories and actionable projects, and work with internal and external stakeholders to implement them.

The Product Owner CRM will plan the work programme and lead the Team to deliver development, testing, and training for these applications. The Product Owner CRM will add value by prioritising the right work, at the right times, and making sure everyone on the Team is aligned on the reasoning behind that work.

Key Areas of Responsibility

	Key Responsibility	Critical Tasks
1.	Team Leadership	• Provides leadership to the Applications Team and appropriately manages the team's activities and deliverables to ensure the team actively contributes to the performance of the organisation. • Acts as a conduit to ensure information and communications are cascading to team members and escalates information and communications to manager from team members, as appropriate. • Provides leadership for team members by 'walking the talk' and fostering a culture that is positive, collaborative, and respectful of others.
2.	People Leadership	• Provides clear direction, empowers, and supports direct reports to achieve their work objectives and deliverables. • Ensures staff understand their contribution to the focus areas and goals of the organisation, that they have



		performance objectives linked to these focus areas and their performance is effectively managed. • Manages and reviews the performance, development and remuneration of direct reports and performance of the team. • Ensures the recruitment of high calibre personnel required for the future success of the organisation's business. • Provides sound and timely decision making for the team and resolves any issues or conflicts efficiently and effectively. • Encourages and supports team members to identify improvement opportunities and use initiative to develop workable solutions.
3.	Analysis and Design	• Works closely with Digital Products Manager to understand the business strategy and specify the scope of the solutions that will be taken forward for estimation and release planning. • Undertakes analysis, diagnostic and facilitation activities (interviews, workshops, data collection) to identify the problem the business is facing and assess the requirements needed in the solution. • Articulates solutions for technical and business objectives. • Defines the delivery approach (project, phased project, iterative sprint, BAU) and communicates this to stakeholders. • Elaborates approved features into well-defined User Stories/Use Cases and designs mock-ups.
4.	Backlog and Development	• Creates, maintains, and refines the product backlog and prioritises the tasks within it based on changing requirements. • Defines 'done' / acceptance criteria to determine that the new feature/capability is fit for release. • Stays accessible to internal and external developers to answer questions about the reasoning for user stories or tasks. Provides clarity and details necessary for development to succeed. • Engages UI design or other specialists when needed.
5.	Release Planning	• Manages time frames, quality and quantity of resources required to implement projects. • Works with other product owners, project managers and team leads to identify systems and project dependencies. • Owns and supports L2 training and documentation. • Ensures released features and related business process documentation is updated in the Knowledgebase. • For larger features, ensures DevOps Wiki is updated with as-built documentation.



6.	Recommendations	- Provides insight and advice to staff concerning applicability of specific products/technologies and advocates adoption of existing digital solutions such as My Primary ITO Portal, Provider App, etc. - Produces recommendations that reflect an understanding of key business drivers including adherence to regulatory and mandatory processes, risk, cost and timescales. - Identifies and recommends products, technologies and vendors that meet the budgetary constraints of the projects
7.	Project Management	- Keeps managers and end users updated on product development progress. - Owns and supports L2 training and documentation. - Ensures released features and related business processes are documented and updated in the Knowledgebase. - For larger features, ensures DevOps Wiki is updated with as-built documentation.
8.	Safety and Wellbeing	- Perform the requirements of the position safely at all times. - Promotes adherence to safety and wellbeing policies and procedures to all employees and ensure the safety and wellbeing systems are working. - Ensures that all employees understand their safety and wellbeing roles and responsibilities and have received all the relevant training safely. - Promotes safe work practices and ensures these are followed by employees, contractors, and visitors. - Supports the Safety and Wellbeing Representatives and support safety and wellbeing initiatives.
9.	Cultural Capability	Embraces our cultural values, demonstrates a willingness to grow bi-cultural awareness and expresses this both within and outside our organisation.

Working Relationships

The Product Owner CRM and Power BI will work closely with:

Internal	Purpose of contact
- Digital Products Manager - Wider Digital Team - Trellis champions	- Requirements gathering - Advising/liasing
External	Purpose of contact
Vendors	- Managing contractor resourcing - Promote/Represent



Extent of Authority

Direct/Indirect Reports	6
Budget	N
General	As delegated by the Digital Products Manager
Controls a budget	N
Jobholder can spend unbudgeted capital	N
Jobholder is responsible for committing the organisation to long-term contracts	N
Jobholder signs correspondence for Company	Y

Knowledge and Experience

Essential	Desirable
8-10+ years' experience in business and systems analytics. - User experience and technical design skills are essential. - Knowledge of user-centered design principles. - A technical mind-set and willingness to constantly learn and create new things. - Excellent communication, including presentation skills. - The ability to build and maintain customer and stakeholder relationships. - The ability to manage roadblocks and conflicts to resolution to keep the project on track. - Experience in the fundamentals of software deployment best practices, quality assurance protocols, challenges and methodology regarding solution implementation and technical documentation and training. - Demonstrated ability to focus daily decisions within the larger product portfolio goals. - Excellent knowledge of Microsoft CRM	Experience with prototyping tools

Qualifications

Essential	Desirable
Relevant bachelor's degree or equivalent experience	Tertiary degree in IT or Business

AGREEMENT with the duties and responsibilities of the position as reflected in this Job Description. Primary ITO and the Digital team must be responsive to the needs of our customers so duties may change, and flexibility will be required from the Product Owner CRM.

Signature of Position Holder

Date

