JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	Product Owner	Post Ref:	
Section:	Digital & Customer Services	Grade:	11
Responsible to:	Product Manager		
Responsible for:	Product Analysts		

JOB PURPOSE

To lead the management, development and continuous improvement of a defined family of digital products and systems, ensuring they deliver measurable public value, support service transformation and meet operational, statutory and strategic requirements. The Product Owner acts as the primary relationship manager for the defined family of products, translating organisational priorities and user needs into product roadmaps, prioritised backlogs and improvement plans. The role is accountable for product performance, supplier management, benefits realisation and the development of Product Analysts supporting the product family.

PRINCIPAL WORKING CONTACTS

Analysis Manager and data/insight teams
Business Systems Officers
System Administrators
Service Managers
Heads of Service and operational managers across Council services
Information Governance, Legal, Procurement, Finance, Transformation, Communications and Learning and Organisational Development teams
Supplier account managers, third-party providers
Project Governance Groups
External partners, national bodies and public sector networks, where appropriate.

MAIN DUTIES

Lead the operational management and continuous improvement of a defined family of digital products and systems, ensuring they deliver value and support service objectives.

Develop and maintain product roadmaps, priorities and improvement plans aligned to service requirements, corporate priorities and legislative obligations.

Own and prioritise product workloads and enhancement requests, balancing user needs, risk, cost, service impact and technical feasibility.

Translate business requirements, user needs and organisational priorities into clear product outcomes, requirements and delivery plans.

Act as the primary point of contact for assigned products, building effective relationships with service managers, stakeholders, suppliers and technical teams.

Support the full product lifecycle, including procurement, implementation, configuration, deployment, optimisation, replacement and retirement activities.

Promote user-centred, accessible and inclusive digital services, using feedback, performance data and service insight to inform product decisions.

Manage supplier relationships and service performance, supporting contract management activities and driving continuous improvement and value for money.

Ensure assigned products comply with relevant legislation, security standards, governance requirements and Council policies.

Identify, manage and escalate product risks, issues and dependencies, supporting audit, security, business continuity and compliance activities.

Define and monitor product performance measures, benefits realisation and service outcomes, providing reports and recommendations to support decision making.

Responsible for overall recruitment and selection, induction, absence management, discipline, competency, performance review and development and review training needs for your team

Lead, support and develop Product Analysts and other support staff, ensuring resources are effectively deployed and professional standards are maintained.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE Product Owner

DIVISION/SERVICE/SECTION: Corporate Services / Digital and Customer Services

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	Degree or equivalent in a relevant subject area (e.g., Business Management, Digital Service Design, Information Technology) Project Management qualification (Agile, Scrum, PRINCE2) and/or significant experience in project management within a digital setting	Certified Project Management qualification (Agile, Scrum, PRINCE2)	Application form Interview
RELEVANT WORK/OTHER EXPERIENCE	Experience managing digital systems, applications or technology products Experience leading system procurement, implementation, improvement and replacement Experience working with stakeholders, technical teams and suppliers to deliver outcomes Experience of managing supplier relationships, contracts, service levels, risks and performance Experience managing relevant enterprise line-of-business applications	Experience within Local Government or the wider public sector Experience of digital transformation, data, integration and technology programmes	Application Form Interview References

PERSON SPECIFICATION

PARTICULAR SKILLS/ABILITIES	Excellent oral/written communication skills Demonstrate the ability to provide leadership Ability to work with staff at all levels to develop solutions to complex problems Strong stakeholder engagement and ability to influence and collaborate across public, private, and third-sector organisations Knowledge of governance, risk, compliance, audit, data protection, information security and business continuity considerations in relation to digital systems		Application Form Interview
PERSONAL QUALITIES	Excellent leadership and communication skills, with the ability to drive change and foster innovation Ability to work in a team environment, with partner organisations and with marketplace suppliers		Interview References
ANY ADDITIONAL JOB-RELATED REQUIREMENTS	Ability to work flexibly when required Level 1 Disclosure Check		Interview