

JOB DESCRIPTION

Product Lead

ROLE TITLE	Product Lead
SECTION/DIVISION:	IT Information Systems, Digital Division
REPORTS TO:	Senior Manager Systems Portfolio or Senior Manager Development Portfolio
DIRECT REPORTS (FTE):	2-5 FTE (depending on product domain)
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Manage the lifecycle of domain-specific systems by collaborating with business owners, stakeholders, and vendors. Partner with business owners and stakeholders in defining requirements, issues, enhancements, and opportunities. Help define a strategic direction by delivering agreed product plans, contingency plans, and domain-level roadmaps that facilitate forward planning of change activities.</p> <p>This role manages a team of Systems Specialists who provide expertise in managing and maintaining systems in the domain portfolio on a day-to-day basis. The role broadly collaborates with the wider Information Systems teams to coordinate upgrades, development or enhancement work and new projects/initiatives as required to deliver on planned business and product objectives and the wider domain level roadmap.</p> <p>A strong focus on collaboration and understanding the voice of the customer is essential for success in this role. It is important to regularly engage with stakeholders to gather feedback and gauge satisfaction and service quality.</p>
ACCOUNTABILITIES:	<p>Product management, PROD: Level 4 Acts as product owner for one or more lower-value products or services.</p> <p>Prioritises product requirements, develops product roadmaps and owns the product backlog. Manages elements of the product life cycle to meet customer/user needs and achieve financial or other targets.</p> <p>Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities.</p> <p>Facilitates uptake of products by developing content, supporting and evaluating campaigns, and monitoring product performance. Rolls out product trials and product launches.</p> <p>Organisational facilitation, OFCL: Level 4 Facilitates a series of group activities or workshops in situations of complexity and ambiguity and competing stakeholder needs.</p> <p>Designs a structured sequence of meetings, events or workshops to solve complex problems.</p> <p>Understands required outcomes and outputs from teams and facilitates the team to deliver these.</p> <p>Helps to improve team processes and performance in meetings, events or workshops.</p>

Continuity management, COPL: Level 4

Contributes to the development of continuity management plans.

Identifies information and communication systems that support critical business processes.

Coordinates the business impact analysis and the assessment of risks.

Coordinates the planning, designing, and testing of contingency plans

Specialist advice, TECH: Level 4

Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.

Actively maintains knowledge in one or more identifiable specialisms.

Recognises and identifies the boundaries of their own specialist knowledge.

Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Problem management, PBMG: Level 5

Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.

Ensures that such problems are fully documented within the relevant reporting systems.

Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures.

Analyses patterns and trends and improves problem management processes.

Application support, ASUP: Level 5

Ensures that all requests for support are dealt with according to set standards and procedures.

Drafts and maintains procedures and documentation for applications support.

Manages application enhancements to improve business performance.

Advises on application security, licensing, upgrades, backups, and disaster recovery needs.

Stakeholder relationship management, RLMT: Level 5

Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables.

Facilitates open communication and discussion between stakeholders.

Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding.

Facilitates business decision-making processes. Captures and disseminates technical and business information.

Supplier management, SUPP: Level 4

Collects supplier performance data and investigates problems.

Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence. Validates that suppliers' performance is in accordance with contract terms.

Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.

Implements supplier management-related service improvement initiatives and programmes.

Emerging technology monitoring, EMRG: Level 4

Supports monitoring of the external environment and assessment of emerging technologies.

Contributes to the creation of reports, technology road mapping and the sharing of knowledge and insights.

KEY RELATIONSHIPS:Internal

Business domain stakeholders

Students, academic staff, professional staff and community

Digital Division staff

Enterprise Project Management Office

Procurement Office

Privacy Officer

External

External Product User Groups

University and industry peers and leaders

Vendors, service providers, contractors, consultants, outsourcing organisations

QUALIFICATIONS AND EXPERIENCE:Essential

Tertiary qualification in a relevant discipline, recognised qualification(s) or equivalent professional experience appropriate to the role.

Considerable experience managing specific software products and services with a focus on innovation and continuous improvement

Have a high level of emotional intelligence to maintain healthy relationships across a range of personalities, interests and opinions

Considerable systems management experience in a medium to large complex operating environment.

Proven experience using a range of value-based metrics to monitor the success and health of products and services and ability to demonstrate evidence-based decisions.

Proven experience building collaborative relationships.

Dynamic communication skills with the ability to enable and influence at all levels of the organisation.

Preferred

Experience within a higher education organisation or other equally complex environment.

An entrepreneurial outlook.

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Analytic and detail oriented with a strong innovative approach

Ability to dive into detail while cutting through the noise and prioritise quickly

Able to nurture various processes in parallel, in various stages of maturity

Strong organisational and communication skills

Preferred

Experience within a higher education organisation or other equally complex environment

SPECIAL REQUIREMENTS:	<p>Ongoing discovery and support may require planned embedded work. Be a point of contact for incidents in your product portfolio. Contribute as part of a network of Information Systems staff to provide suitable coverage during periods of leave, peak periods of activities to cater for university and customer requirements. Support of scheduled after hours work will be required on occasion. Maintain high levels of discretion and confidentiality of information and data. Represent the University at industry forums and user groups as required. Some travel may be required to attend other sites.</p> <p>At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.</p>
DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Product Lead

Role Type: Product Manager

SFIA Levels of responsibility

Autonomy	5	Influence	5	Complexity	5	Business Skills	5	Knowledge	5
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SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Development and implementation	Systems development	Product management	PROD							
People and skills	People management	Organisational facilitation	OFCL							
Strategy and architecture	Strategy and planning	Continuity management	COPL							
Strategy and architecture	Advice and guidance	Specialist advice	TECH							
Delivery and operation	Service management	Problem management	PBMG							
Delivery and operation	Technology management	Application support	ASUP							
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT							
Relationships and engagement	Stakeholder management	Supplier management	SUPP							
Strategy and architecture	Strategy and planning	Emerging technology monitoring	EMRG							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>