Position Description

Position title:	**Product Manager**
Directorate:	Strategy and Engagement
Service Unit:	Information Technology
Reports to:	Product Portfolio Chapter Lead
Direct reports:	Nil
Salary point:	SP17
Work location:	CAC
Date revised:	October 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Information Technology

Information Technology at City of Newcastle works alongside our colleagues across all Directorates as a trusted business partner. We work in cross-functional teams to understand the needs of our customers, with a unified goal of serving our community with innovative and sustainable technology solutions.

We leverage an Agile approach that is iterative and transparent, with rapid feedback loops. This allows us to make evidence-based and data-driven decisions to identify the greatest value early on, delivering simple and easy to use experiences to our customers and to our colleagues.

What's the focus of this position?

The Product Manager is responsible for developing products and managing the product backlog to deliver solutions that will meet the business requirements.

When analysing and investigating operational requirements, the Product Manager needs to identify problems and opportunities, and determine effective business solutions. Working with their reporting directorate, the Product Manager will determine solutions through improvements in information systems, information management, practices, procedures, and organisational change.

By collaborating with stakeholders at all levels, this role ensures solutions are targeted towards achieving the objectives in CN's 2030 vision.

What you'll be doing:

- Develop and manage the product vision and roadmap, strategy alignment and directorate backlog.

- Work within the product lifecycle contributing to the achievement of corporate plans, targets and goals.

- Create a financial forecast and track, measure and analyse product performance through key metrics and performance indicators.

- Lead an agile squad, that may consist of Business Analysts, UX/UI Designers, Developers and Scrum Master.

- Be a key player in making business decisions and presenting them to Executive business stakeholders utilising governance forums.

- Ensure teams are across business decisions and create valuable increments with each iteration.

- Be responsible for managing and tracking resources and forward planning.

- Understand and anticipate the client's needs to more effectively manage the development process.

- Be proactive in the delivery of services ensuring that quality customer service is always provided whether the communications are delivered personally, electronically, written or by telephone with the customer. Drive a customer centric approach to ensure that all employees are providing a high quality customer focused service.

- Be responsible for the day to day identification and management of IT Security issues for the directorate.

- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Bachelor's Degree in Computer Science, Software Engineering Information Management Business or related qualification, and/or demonstrated capability through proven experience in similar technical positions.

- Experience working as a product manager and product owner in an agile team.

- Management of multiple products throughout their lifecycle from concept to end-of-life.

- Extensive experience working in an Agile and Scrum environment.

- Demonstrated knowledge about Design Thinking and Human Centred Design.

- Demonstrated project management skills, release management skills and portfolio management skills

- Demonstrated financial management skills.

- Ability to make sound, pragmatic and solution-focused decisions.

- Self-starter able to work autonomously as well as collaborating with internal and external stakeholders to deliver successful projects.

- Demonstrates the values and behaviours that contribute to a constructive, high performance culture.

- Strong communication skills, challenging the status quo while working within a structured environment, with the ability to negotiate and influence all levels of stakeholders.

Other valuable skills you may have:

- Project management qualification.
- SCRUM, PSPO or CSPO certification.

SFIA (Skills Framework for the Information Age) Skills

- 1.2.1 Strategy and architecture: Advice and guidance - Consultancy
- 1.3.1 Strategy and architecture: Business strategy and planning - Demand management
- 1.3.4 Strategy and architecture: Business strategy and planning - Innovation
- 1.4.1 Strategy and architecture: Technical strategy and planning - Emerging technology monitoring
- 2.1.1 Change and transformation: Business change implementation - Portfolio management
- 2.2.1 Change and transformation: Business change management - Business analysis
- 4.1.2 Delivery and operation: Service design - Service level management
- 5.2.1 Skills and quality: People management - Performance management
- 6.1.2 Relationships and engagement: Stakeholder management - Supplier management
- 6.1.4 Relationships and engagement: Stakeholder management - Relationship management
- 6.2.4 Relationships and engagement: Sales and marketing - Product management

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	