

Whakaaturanga Mahi – Job description

| Job details | |
|---------------------------|--|
| Job title: | Product Owner |
| Reports to: | Delivery Manager |
| Direct reports: | No direct reports |
| Role: | 1.0 FTE |
| Key relationships: | |
| <i>Internal:</i> | Business leaders, project stakeholders, developers, analysts, technical personnel, project teams, business users |
| <i>External:</i> | External business users, end customers, vendors |
| Location: | Palmerston North (flexible working options) |

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

The Product Owner is a critical member of our highly collaborative team, working with business leaders, project stakeholders, vendors, analysts, and other technical personnel throughout all phases of the software development, implementation, and product lifecycles. The primary responsibility of the Product Owner is to direct agile product development, translating ideas and outcomes into strategy and features, following product development from start to finish. The Product Owner will act as an advocate for customers' and business users' needs, taking ownership of backlogs of work to deliver this through agile teams.



Ngā mahi haepapa – Role responsibilities

| Key objectives | Responsibilities |
|---|--|
| Product Strategy and Planning | <ul style="list-style-type: none"> • Develop and implement product strategies consistent with Enable New Zealand's vision and strategic goals. • Work with business leaders to create product roadmaps. • Lead high-level planning sessions cutting across multiple teams. • Review product features across the organisation to understand dependencies and inform roadmaps. • Manage and maintain backlogs of work working with customers and technical teams to prioritise • Ensure product features are focused on outcomes, rather than solutions. • Lead the team with estimation of work and effort and maintains realistic expectations with stakeholders. • Lead and manage sprint planning and execution. • Communicate effectively, both written and verbal, to achieve shared understanding of outcomes and plans. • Understand Enable New Zealand's strategic direction and incorporate into product strategies. • Serve as a voice of the customer and report ROI, risk analysis, and product effectiveness. |
| Solution Delivery | <ul style="list-style-type: none"> • Work within different project methodologies as needed. • Maintain a view of resource planning for your team, ensuring you have the right capability and capacity to deliver to your backlog • Consult and communicate regularly with stakeholders to ensure solutions scope and impact is clearly understood. • Perform feature assessments, scoping, cost estimates, and time allocation/tracking. • Produce high quality documentation as required. • Provide project management services when required for delivery of a solution. • Follow change control and other processes and procedures, completing configuration documentation when deploying or modifying systems. |
| Understanding Business and Customer Outcomes | <ul style="list-style-type: none"> • Develop, maintain, and educate on the purpose of features and how they are used. • Ensure that product features are of the correct quality to achieve business and customer outcomes, developing appropriate quality control gates. • Design features that align to business and customer outcomes. |

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|---|--|
| | <ul style="list-style-type: none"> • Ensure logical technical tasks meet requirements of customer-centric features. • Maintain open communication with stakeholders to clarify how their needs will be met and implemented. • Work with Innovation and Technology staff and customers to communicate on testing, integration, and data migration. • Ensure sufficient documentation is completed for all projects. • Demo product functionality for customers and business leaders. • Possess a fundamental understanding of end-to-end customer experience integration and dependencies. • Develop detailed specifications for features so they are clearly understood by project teams. |
| Agile Leadership | <ul style="list-style-type: none"> • Mentor project team members regularly and contribute to DevOps practices focused on continuous improvement. • Coach teams and the wider business on agile methodology and value-based iterative delivery to implement and improve agile practices. • Help stand up new agile teams when required, including ongoing coaching. • Inspire and motivate teams. • Maintain knowledge of current and emerging developments and trends for product management/ownership and agile methodologies to identify potential process improvements. • Facilitate workshops and training with teams and business leaders. |
| Health, Safety, and Wellbeing. Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation | <ul style="list-style-type: none"> • Is familiar with all policies and procedures as they affect the work environment. • Ensure that safe working procedures are practised, and no person is endangered through action or inaction. • Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. • Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures. |
| Te Tiriti o Waitangi – Treaty of Waitangi and Equity | <ul style="list-style-type: none"> • Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions. |

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

Essential

- Professional industry certification(s) or experience appropriate to this position (e.g., Certified Scrum Product Owner, etc.).
- A tertiary qualification in business, IT, or a similar relevant discipline.
- 7+ years of proven experience in the development and/or delivery of IT delivery methods (as a product owner, consultant, or manager), including Scrum, Scaled Agile Frameworks, Lean Canvas, Kaizen, and DevOps.
- 3+ years' people or project management and stakeholder/vendor relationship experience, including proven mentorship, coaching, relationship building, and influencing skills.

Skills and Attributes

Essential:

- Strong leadership and mentoring abilities.
- Excellent communication skills, both written and verbal.
- Ability to inspire and motivate teams.
- Proven capability in agile methodologies and continuous improvement.
- Strong stakeholder management and relationship-building skills.
- High level of organizational and planning ability.
- Analytical and problem-solving skills.
- Ability to manage multiple priorities and deliver outcomes in a fast-paced environment.

Desirable:

- Additional certifications in agile, project management, or related fields.
- Experience in facilitating workshops and training sessions.
- Familiarity with emerging trends in product management and agile practices.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.