

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Associate Product Manager	Grade:	PO2
Reports to (Designation):	Lead Product Manager	Grade:	PO8
Directorate:	Corporate Resources	Section:	IT & Digital Services

Main Purpose of the job:

As Associate Product Manager at Lewisham Council, you will support the development of new and improved digital products to meet the needs of our residents, businesses and staff. You will own the product roadmap for a single product, or a subset of features of a large product. You own vision and strategy for the product, using data to help prioritize the backlog of requirements for a multi-disciplinary software development team.

As Associate Product Manager, you will:

- Own and be responsible for a single digital product, or a subset of features of a larger product, developing and articulating a clear vision and achievable goals, developing, and iterating the product strategy and roadmap.
- Support multidisciplinary product teams towards our product vision, by continuously iterating the services and products to meet user need.
- Lead engagement with stakeholders, users and partner organisations, by running demos and facilitating workshops, to develop a clear product backlog of requirements for the development team.
- Define and measure the success of products, including key metrics such as cost, customer satisfaction and completion metrics.
- Work with the Lead Product Manager to ensure your vision, goals and roadmap align to the wider product domain.
- Support the management of a queue of new Digital Product requests, and operational support issues, ensuring they are dealt with efficiently. Recommend new product proposals to the Lead Product Manager.

Skills needed for this role:

- **Agile working.** You know about agile methodology and the ways you can apply the principles in practice. You can take an open-minded approach; you know why iteration is important and can do it quickly. (Relevant skill level: awareness)
- **DDaT perspective.** You can demonstrate a basic understanding of design, technology and data principles. You understand the range of available technology choices. (Relevant skill level: awareness)
- **Experience of working within constraints.** You understand the value of policy, legislative, regulatory and operational constraints and can find the simplest, shortest and fastest solution for users. (Relevant skill level: awareness)
- **Financial ownership.** You can handle numbers confidently and collate information ensuring accuracy of financial and performance data. (Relevant skill level: awareness)
- **Life-cycle perspective.** You understand how the needs of the team and the product vary across the stages of the product life cycle. (Relevant skill level: awareness)
- **Operational management.** You understand the operational processes of running and maintaining product or service. (Relevant skill level: awareness)

- **Problem ownership.** You can initiate and monitor actions to investigate patterns and trends to resolve problems. You know how to consult specialists where required. You can determine the appropriate remedy and assist with implementation of it. You know how to determine preventative measures. (Relevant skill level: working)
- **Product ownership.** You know about the tools, terms and concepts used to deliver a product. (Relevant skill level: awareness)
- **Strategic ownership.** You know how to get buy-in from the team. (Relevant skill level: working)
- **User focus.** You can identify needs and engage with users or stakeholders to collate user needs evidence. You understand and can define research that fits user needs. You can use quantitative and qualitative data about users to turn user focus into outcomes. (Relevant skill level: working)

Responsibilities aligned to the Central Digital and Data Office, Cabinet Office, skills and experience criteria.

Additionally:

- Comply with our legal responsibilities under the General Data Protection Regulation (GDPR), Freedom of Information Act, Environmental Information Regulations and the Privacy and Electronic Regulations and Information Security Standards.
- Carry out the Council's environmental policy within the day to day activities of the post
- Deputise for the Lead Product Manager as required and undertake any other duties commensurate with the general level of responsibility of this post.

Internal contacts:

Members, Executive Directors, Directors, Service Group Managers and other staff across the Council as appropriate

External contacts:

3rd party suppliers currently working with Lewisham, other IT suppliers, Government departments, other Public Sector organisations

PERSON SPECIFICATION

JOB TITLE: Associate Product Manager
POST NO:

DIRECTORATE: Corporate Resources

GRADE: PO2

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

NOTICE FOR THE MANAGER

You do not have to use all of the categories; they are included to provide guidance to you. However, it should be noted that under normal circumstances. It is usually only knowledge, experience and an awareness of Equal Opportunities issues which can be measured from the Application Form.

CATEGORY	ESSENTIAL REQUIREMENTS 'S'
<u>Equal Opportunities</u> To demonstrate commitment to the principles of equality and diversity in employment and service delivery.	S
<u>Knowledge and Experience</u> Good experience of managing digital products, creating a product vision and goals and leading a development team towards these goals. Knowledge of the IT industry/technology solutions to manage and support the provision of digital solutions across the Council. Good understanding and experience of gathering and clarifying business requirements Good understanding and experience of managing the delivery of digital solutions to agreed business specifications Experience of managing 3 rd party IT and service suppliers Experience of building, planning and managing project and department budgets. Solid operational understanding and experience of working within a Local Authority commercial environment	S S S S S S

Demonstrable understanding of the role and significance of digital solutions in the wider business operations Excellent experience of stakeholder management to a Executive level Experience of dealing with multiple concurrent issues and the ability to prioritise appropriately in line with commercial and business priorities Experience of networking/forming and sustaining relationships across the Council and with external partners	S S S
<u>Qualifications</u> Educated to degree level or equivalent, with evidence of continuous professional or managerial development	
Skills and Abilities Ability to work with multi-disciplinary teams Ability to communicate and generate understanding on technical issues for non-technical stakeholders Able to think, plan and act strategically and develop creative and innovative solutions to complex issues. Able to establish positive relationships with senior managers that generate mutual confidence and respect. Ability to build effective teams and relationships and achieve results through others. Ability to develop influential relationships with internal and external customers and partners at a senior level	
Personal Qualities Resilient and positive attitude A strong and motivated leader with energy and credibility who commands the confidence of Senior managers, employees, partners and stakeholders. Able to motivate teams to deliver consistent results, meet objectives and deliver new ways of working. Assertive and leads by example, achieve successful outcomes and able to act firmly and decisively. Customer focused Able to act corporately and collaboratively. Inclusive and supportive team player.	

A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.	
<u>Circumstances</u> Able to attend meetings in the evening and, on occasions, work outside and beyond the normal office hours to ensure deadlines and business objectives are achieved	
<u>Physical</u> If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.	