

Job Description

For Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Customer Platform Product Owner	JEID	IT004
Salary Grade:	Grade J		
Team:	ICT - Application Build		
Service Area:	Enabling Services		
Primary Location:	Flexible		
Political Restriction	This position is not politically restricted.		
Responsible to:	T4B Manager		
Responsible for:	-		

Role Purpose

An IT Product Owner is responsible for maximizing the value of a product by defining, prioritizing, and evaluating the work of a development team, ensuring the product aligns with business goals and user needs. They act as the voice of the customer, managing the product backlog, and collaborating with various stakeholders to deliver a successful product

Role Responsibilities

- **Defining and Prioritizing the Product Backlog:**
 - The Product Owner is responsible for creating and maintaining the product backlog, which is a prioritized list of features, requirements, and user stories.
- **Understanding and Representing User Needs:**
 - They gather and analyse user feedback, translate it into actionable product requirements, and ensure the product meets user needs.
- **Collaborating with Stakeholders:**
 - The Product Owner works closely with developers, designers, business analysts, and other stakeholders to ensure everyone is aligned on the product vision and requirements.
- **Managing Releases and Sprints:**
 - They participate in sprint planning, coordinate releases, and ensure the development team is working towards the product goals.
- **Ensuring Product Quality:**
 - The Product Owner is responsible for ensuring the final product meets the defined quality standards and user expectations.
- **Communicating the Product Vision:**
 - They articulate the product vision to the development team and other stakeholders, ensuring everyone understands the overall goals and direction.

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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
A relevant degree, NVQ Level 4 or equivalent qualification or at least 3 years experience in a relevant ICT environment.	
The ability to independently interpret and analyse varied and complex information or situations and to produce solutions over the long term	

Proven advisory skills including the demonstrated ability to persuade others to adopt a course of action which is not necessarily their preferred approach	
The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role	
The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	
Ability to supervise a small team, including work allocation, monitoring performance management and support.	
Ability to certify and authorise expenditure within budgets	
The ability and experience to contribute to ICT policies and procedures	
Excellent IT skills	

Desirable Criteria

Assessed
By:

ITIL Foundation	A, D
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Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	