ROLE PROFILE

Product Owner

Reports to:	Lead Product Owner					
Grade:	Senior Professional / Technical			Job Family:	Change	
Leadership Responsibility:	Direct Reports:	N/A	Indirect Reports:	6-10	Regulatory Information:	Not Applicable
Location:	Binley, Coventry. Team-led hybrid working arrangements apply.			Working hours:	35	
Effective Date:	v1 11/03/2022			WD Job Code:	JC_0716	

ABOUT THE ROLE

Banks are increasingly becoming tech companies that manage money. The Coventry is no different - £42bn makes us the second-largest Building Society in the UK, with a 130-year heritage and a strong, loyal customer-base of nearly 2m members.

This role is responsible for leading the design, delivery, and continuous improvement of one or more digital products, delivering the vision for the product based on expert understanding of end user needs, market context, journey and product performance and aligned to business strategy and vision.

The Product Owner will manage aspects of the product lifecycle enabling the product to meet the needs of customers/users and achieve financial or other targets. This role also facilitates adoption products and business readiness, working with business change teams to ensure and monitor product performance after go live.

ABOUT YOU

- You have a passion for delivering quality products that their users love.
- You enjoy working with stakeholders to making it as easy as possible for them to do business.
- You have a keen interest in new technologies and are always on the lookout for "what's new" and drawing on best practices from within and outside the industry.
- You are able to plan and drive scoping, requirements definition and prioritisation activities for large, complex initiatives.
- You work well in high-pressure situations, and consistently deliver under tight time constraints while delighting your stakeholders.
- You can negotiate with stakeholders to manage competing priorities and conflicts.
- You listen when ideas are challenged, seek to understand the nature of the criticism, and respond constructively.
- You are able to facilitate open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining, and working to stakeholder engagement strategies and plans.
- You are able to understand the requirements of stakeholders and are able to translate those requirements into something that can be built and tested by a delivery team to meet those expectations.
- You recognise and adapt to individual differences and working styles.
- You support initiatives that create an environment in which diversity is valued.

REQUIREMENTS:

- Demonstrate a good understanding of the drivers of value in the product area.
- Experience of product ownership with a passion for evolving great digital products by leading multi-disciplinary teams.
- Experience of delivering the development of complex and/or high-risk products from an idea through to post-implementation monitoring.
  Experience of writing user stories and acceptance criteria in behaviour driven development format
- Experience in engaging with users and stakeholders to turn user insight into product improvements.
- Able to set, monitor and report measurable product performance targets.
- Experience in Quality Improvement methodologies.
- Demonstrate strong ability to understand the insight from data research, analysis, and reporting skills.
- Use of product management and backlog software and Agile delivery methodologies

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	Key responsibilities will include: • With input from key business and IT stakeholders, this role has the primary responsibility for building, editing, and maintaining the team backlog, mostly of user stories (with acceptance criteria), defects and enablers. • Setting the delivery team up for success through an explanation of what needs to be achieved and answering questions through the development lifecycle. • Supporting the delivery team by providing direction, resolving stakeholder questions in a timely manner and facilitating delivery showcases. • Engaging with stakeholders and users to ensure they are clear on the benefits of the product and that their feedback is being used to inform ongoing improvements. • Reviewing and reprioritising the backlog as part of the prep work for Iteration Planning, including coordination of dependencies with other colleagues. • Demonstrating an expert understanding of the users' needs and champion these in the delivery of products; support members of your team to do the same. • Delivering the product vision to your users, team, and stakeholders. • Engaging with users and stakeholders through a range of channels to encourage take-up and use of your product, and those of your team. • Contributing to the development of the Society as an agile service design centre of excellence. • Playing an active role in the Society's product management community sharing your learning and celebrating progress made by other people and teams. • Managing stakeholders through the whole lifecycle of each product from gathering requirements, checking deliverables against business objectives and the Society's strategy, presenting ideas and progress at delivery meetings, managing expectations, and promoting new digital features. • Be responsible for the timely design and delivery of your product(s).
People & Relationships	You will: ▪ Promote a culture of excellence in your product teams (s) and in the organisation. ▪ Create and maintain alliances within the organisation. ▪ Liaise with key stakeholders on key issues and provide expert and influential advice
Governance, Risk & Controls	You will: ▪ Help the Product Manager establish and run a framework to govern the product management framework. ▪ Manage risks, ensure they are appropriately logged and tracked at the appropriate forums, and take appropriate action to mitigate or resolve. ▪ Manage delivery against a set of continuous improvement KPI's.
Impact, Scale & Influence	You will: ▪ You are able to create a strong network of relationships among peers, internal partners, and stakeholders. ▪ Work towards mutually beneficial outcomes. ▪ Show sensitivity and understanding in resolving acute and complex conflicts
Decision Making / Problem Solving	You will: ▪ Assess work outcomes and identify and share learnings to inform future actions. ▪ Ensure that actions of self and others are focused on achieving organisational outcomes. ▪ Work with the product team to resolve issues as they arise. ▪ Prioritise your team's backlog to optimise delivery and customer benefit
Comparable Roles	