Product Owner

TSB

Purpose:

The Product Owner is an essential role in delivering on our customer and business outcomes as part of enterprise change at TSB, leading and guiding key change initiatives, measuring their impact and iterating to meet the outcomes as part of the TSB change delivery function.

The Product Owner is the custodian of the vision and roadmap of a Mission as representative of the Mission Owners, managing the work breakdown and backlog, and ensuring that TSB meets customer needs and business objectives of the Mission. The Product Owner balances customer and stakeholder demands against technical feasibility and cost constraints.

Role dimensions

- **Reports to**: Value Stream Lead
- **Division:** Technology Services
- **Location:** Auckland, Wellington, or New Plymouth
- **Direct Reports:** NA
- **Financial authority:** NA

Person specifications

- 2+ years experience in Product Owner (or equivalent) roles in an agile delivery model (domains, value streams, tribes, agile release trains, or similar).
- Strong understanding of Agile values, principles, and methodologies.
- Excellent communication, interpersonal, influencing and facilitation skills.
- Proficiency in product management tools and techniques.
- Experienced delivering change in an OKR framework.

Role specific areas of responsibility

Mission, OKR's and defining Roadmap's:

- Contribute to a clear and compelling vision for Missions and the expected impact for the end users (internal or external customers) in collaboration with stakeholders.
- Set clear objectives that are aligned to business goals and overall strategy, creating key results that can quantify the success of both delivery and impact and ensure progress is tracked regularly, adjusting as required to remain on track
- Define and prioritise product features, enablers, and defects to ensure alignment with the overall product strategy.

Backlog Management and outcomes:

- Develop a work breakdown (Mission to Epics to Stories), creating and maintaining a well-refined product backlog that reflects prioritised business requirements.
- Analyse data from various sources (live product analytics, internal teams, user feedback, market research) to identify new opportunities for growth, features, or improvement and ensure the product remains relevant and differentiated.
- Ensure focus is placed on the outcomes being delivered to the business, prioritising work based on the impact to business strategies

Stakeholder & Customer Engagement:

- Act as the primary liaison between Mission Owners, Value Stream Leads, Squads and business SMEs.
- Ensure all stakeholders are aligned with goals and updates throughout the delivery lifecycle.
- Responsible for ensuring both internal and external customer needs are understood and met.

Delivery, Feedback & Product Iterations:

- Collaborate with delivery squads and teams during iteration planning and execution.
- Define & accept user stories as complete by ensuring they meet acceptance criteria and definition of done.
- Facilitate continuous feedback loops to improve products based on user feedback, product analytics & performance against OKRs. .
- Lead iterative product delivery to ensure each increment drives progress towards target outcomes.

Best Practices & Continuous Improvement:

- Champion change best practices geared towards maximising the delivery of business value.
- Stay abreast of industry trends, customer needs, and evolving technologies.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.