BRIGHTON & HOVE CITY COUNCIL   **JIN 3869bm2**

JOB DESCRIPTION QUESTIONNAIRE

Job Title:	Digital Product Manager
Reports to:	Head of Strategy and Engagement
Department:	ORBIS
Section:	IT & Digital

Purpose of the Job

To enable transformation of internally and externally facing services through the design and definition of digital solutions aligned to the defined digital strategy and architecture of the Council.

You will be responsible for gathering insight, developing and articulating the business and technical vision, assessing financial, technical and Information Governance viability, documenting potential benefits, and ensuring a strong business case drives all solution development.

Working collaboratively with other Product Managers, Enterprise Architects, Business Partners and Orbis colleagues, you will be responsible for defining the roadmap and the development of digital solutions that are integrated, modular, supportable, and aligned with IT&D strategy and architectural principles. This may require you to canvas agreement and support from the Council executive for significant architectural recommendations and decisions

Working closely with Customer teams and Content Designers you will define new, integrated, and Enterprise solutions to enable improved customer-facing services and business activities within BHCC with clearly defined and measurable outcomes.

Building and maintaining positive stakeholder relationships at all levels will be key to gaining an excellent understanding of customers and their business drivers while robustly articulating our own architectural principles, data management needs, and prioritisation, to ensure a unified strategic and realistic direction across the Council.

Principal Accountabilities

- Work with senior stakeholders internally and externally to understand service, directorate, and customer segment requirements and priorities.

- Lead on the formulation of operational plans and longer term strategic plans which fit council and partnership strategies and to drive the implementation of the strategy, coordinating multi-specialist resource across the organisation to ensure delivery.

- Use technical and domain expertise to provide IT&D with strategic direction and architectural management of the council's data assets, application portfolio, delivery platforms, and integrated 3rd party services.

- Plan Releases ensuring development teams and the business understand what will be delivered and the timelines, working closely with the Development Manager to ensure the development and release processes and resources meet the needs of product development.

- Act as Product Owner in one or more multi-disciplinary agile delivery teams to deliver digital solutions meeting user needs and organisational priorities to modernise the council.

- Provide line management for some members of the development team. This may include the coordination of the work of the Database Developers and of the Business Analyst/Testers to precisely define and prioritise the requirements in the development backlogs.

- Advise, assist, and guide the area of business with the planning, procurement, delivery, maintenance and effective use of their IT and digital solutions.

- Act as a point of contact for senior stakeholders and influencers, supporting effective business change by building relationships with and between senior strategists, planners and service designers and ensuring any issues are appropriately represented and resolved.

- Work across the service to align with and implement a data-driven transformation strategy. To own the implementation of the strategy, collaborating with other managers and teams across the service to ensure delivery.

- Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.

- Ensure legal, regulatory and policy compliance of technically complex or high profile schemes/ initiatives.

- Work with a range of agencies and partners to identify and apply cost effective means of delivering improvements to practices within the specialist area and develop new relationships with key stakeholders as appropriate.

- Develop and apply a method of tracking and reporting ROI for all solutions. Collaborate with other IT&D managers to plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered.

- Represent the user/customer in all transformational work to improve the customer experience

- Identify issues and trends that may have an impact in their area of responsibility to enable and ensure that appropriate action is taken.

General Accountabilities
- To be aware of and act in accordance with the Council's Health & Safety Policy and agreed Codes of Practice.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Job Title:	Digital Product Manager
Reports to:	Head of Strategy and Engagement
Department:	Finance and Resources
Section:	IT & Digital

Essential Criteria

Job Related Education, Qualifications and Knowledge	• University degree or equivalent, preferably in computer science, or User Experience or a related field • Qualifications in one or more formal project/programme methodologies (e.g. Agile, SCRUM, Prince, APM, MSP), TOGAF or LEAN would be advantageous • Extensive knowledge of IT and digital markets and business operation of Public Sector IT service providers • High-level of understanding in the application of digital trends to deliver change in customer, workplace or data services
Experience	• Significant experience of delivering product, innovation and business change including technology or data driven solutions to organisations • Significant experience of enterprise architecture and/or digital project delivery • Significant experience of acting as Product Owner during Agile development, including managing a backlog in tools such as Jira. • Experience of matrix management or working within a formal project/programme framework • Excellent leadership skills with substantial experience in motivating, coaching, mentoring and developing staff.
Skills and Abilities	• Proven ability to work collaboratively with internal and external partners/professionals. • Proven ability to assess and respond to complex technical, IT operational and IT governance risks/benefits • Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. • Highly confident and effective at managing relationships, able to negotiate and influence at all levels, both internally and externally, including board level. • Outstanding communicator with excellent documentation skills and able to give impactful presentations. Able to articulate complex ideas and solutions to technical and non-technical stakeholders in ways that have relevance and resonance. • Able to work efficiently in unrelenting high pressure situations with a proven track record of managing multiple complex projects • Comfortable with ambiguity and ability to consider the corporate strategic position when negotiating customer support requirements.

Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy