**Role Profile**

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| **Job title:**  | Product Owner - Microsoft | **Level:**  |   |
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| **Reports to:**  | Product Manager  | **Type of role:**  | Permanent  |
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| **About The Role**  |
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| The purpose of the Microsoft Product Owner role is to be responsible for maximising the return on the firm’s strategic investment in Microsoft 365 and the Power Platform by promoting a more efficient and increased use of the system functionality and associated processes. The role will spend most of the time executing tasks specific to solution delivery relating to the Microsoft 365 and the Power Platform, with most of this delivery time focused on detailed tasks as agreed with the Business/Project teams and where appropriate in accordance with an agreed plan and ordered pipeline of work. The role requires deep technical and functional product knowledge of Microsoft 365 and the Power Platform, together with a full understanding of Property Management and Property Management processes.  The Product Owner role will have accountability and responsibility for driving the Microsoft 365 and Power Platform strategic product roadmaps, while also working collaboratively with customers and colleagues across multiple functions to ensure stakeholders are engaged in the process of capturing the ‘what’ and agreeing the order of the ‘do’, always ensuring that these product roadmaps remain aligned with the evolving corporate business strategy.  This role sits in the Digital Enablement Product team reporting directly into the Product Manager. The Product Owner will act as the Microsoft 365 and Power Platform system expert, being the ‘go to’ for knowledge around both products, as well as providing guidance on how the existing functionality can better support the business either through training, configuration changes or enhancements to meet requirements that align with the NHSPS strategy.  As part of the Product team, the Product Owner will work together with other Product Owners to ensure that any changes to their Products are aligned with other NHSPS integrated systems and work collaboratively to drive and deliver a fit for purpose technology landscape.  The Microsoft Product Owner role is a line management role, and managers play an important role at NHSPS. They are the conduit between senior managers and leaders and the colleagues across the business who deliver for our customers and who keep the business running smoothly. Their teams are made up of specialists and team contributors, and typically they are responsible for the delivery of defined elements of the strategy and operating plans.  Managers frequently share the same professional and technical backgrounds as their teams, and their role is to manage and coach their teams to deliver in line with targets and performance standards.  Their remit includes:  * Communicating key messages to team members about work plans and priorities, cascading organisational information to keep them connected to what is happening in the wider business
* Contributing to the development of local strategies and plan
* Role modelling the values and behaviours and setting the cultural tone of the team
* Engaging and collaborating with other managers across the business
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* Taking responsibility and ownership for people activity for the team
* Developing high performing teams through recruiting and developing talent
* Embracing and embedding change and other organisational initiatives
* Tackling inefficiencies and driving continuous improvement
* Embracing, adopting, and embedding technology to enable business outcomes

Managers are expected to have a good understanding of their functional area and how it connects with other parts of the business. They collaborate with other teams to deliver positive outcomes for internal and external customers and are focused on continuous improvement.

Managers may be invited to contribute to working groups or other forums to improve the business. Future senior managers may be identified and developed from this group.

**Key Responsibilities**

**Product ownership:**

* Working with the appropriate and necessary stakeholders, Customers and colleagues, act as the Digital & Data owner to review, assess, make recommendations, and ensure the delivery of system improvements that align with the NHSPS Strategy.
* Map business with technical product requirements and produce appropriate documentation for agreed product improvements and bespoke enhancements.
* Ownership of user access process and definition of roles and responsibilities matrix to ensure Audit Compliance.
* Act as Technology SME to expand Product Analysts product knowledge base and participate in the development of career path to enable growth of excellent service delivery.
* Work in partnership with software suppliers where appropriate, to understand product roadmaps and recommend product enhancements that would benefit NHSPS going forward and could be developed for the standard product driving continuous improvement.
* Play a leading role in the strategic use of the product, identifying and rationalizing new business needs for the product and provide support in developing long-term vision and objectives.
* Demonstrate leadership in driving the adoption of industry trends and emerging technologies in anticipation of new business processes and system enhancements.
* Lead and own the vision for the product supporting Digital & Data leadership with regular written and in-person communications to stakeholder, customers and colleagues with an interest
* Work with the Architecture team to define and ensure that the technology strategy aligns with the product roadmap and the platform needs are identified and understood when discussing new opportunities
* Together with the Training Team assist with the development and delivery of training, focusing on improvement of system adoption and increasing business knowledge
* Support the architecture team in solution development / design workshops involving team members, colleagues and customers
* Lead and participate in appropriate Product forums, periodically defining and presenting architectural steers.
* Participate in the evaluation and design of technical solutions, supporting the development of business cases, and identification / communication of associated risks.
* Work with the product management team on implementation and configuration of system rollouts ensuring capabilities are aligned to business and user needs.
* Participate in acquisition, development, and deployment of other technology and associated third party solutions.

**Life-cycle perspective:** Demonstrate the ability to apply experience of multiple parts of the both the Microsoft 365 and Power Platform life cycles, recognising when it is right to move forward and when it is right to stop. Assess the appropriate deliverables and the right people to meet these. Ability to work with other agile delivery operations throughout the product life cycle and engage with the appropriate stakeholders at an agreed stage in the project.

**Agile working:** Both Microsoft 365 and Power Platform teams utilise Agile methodologies therefore the Product owner will need to adapt Agile and Lean practices, with support of a Scrum Master, to determine the right approach to take and evaluating this through the life of an initiative. The Product Owner should have the ability to think of new and innovative ways of working to achieve the right outcomes and having the capacity to act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the teams.

**Operational management:** Ability to keep abreast of and cascade ways of working. The role will have deep understanding of how Operations teams work and will be able to pre-empt requirements from BAU teams.

Acting as the escalation point for major issues in implementation phases and supporting Digital & Data Operations during post-implementation periods. The role will work closely with leaders of operational delivery teams and solution architects.

* Recruits and onboards new team members so that all new starters have a ‘best welcome’
* Clarifies priorities, plans, and goals/performance standards for their team; creates an inclusive, high performing culture where colleagues can develop and thrive
* Provides reporting on productivity and other KPIs.
* Provides coaching and performance feedback to team members
* Brings professional best practice to their roles and teams
* Spots opportunities to improve processes and practises
* Shares technical/professional skills and knowledge
* Oversees service delivery to internal and external customers at agreed performance levels
* Manages budgets I line with forecast (where appropriate)
* Adheres to the appropriate governance and compliance standards for professional area
* Manages internal and external customer relationships **(skills/behaviours)**

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| **Experience**  | **Capabilities (skills/behaviours)** |
| * Extensive experience in using the Microsoft 365 and Power Platform Products.
* Demonstrable experience of System Administrator experience for both Products
* Experience in different integration systems, technologies, and patterns.
* Experience in delivering products across multiple devices and channels.
* Experience working in a team-oriented, collaborative environment.
* Ideally some relevant experience in a 2nd & 3rd line/consultancy role.
* Previous experience as a product specialist/owner.
* Previous experience managing product backlogs and delivery.
* A passion for learning, developing, and gathering new technologies and related tools to introduce to the company.
* Previous experience working in the public sector, FM, and property management industries
 | * Self-starter / proactive leader.
* Demonstrate ownership, accountability, collaboration, and shared responsibility.
* Strong analytical and problem-solving skills, with high attention to detail and focus on value- add activity
* Ability to think strategically whilst achieving results in immediate area of responsibility.
* Ability to promptly identify risks and escalate.
* Excellent communicator able to communicate at all levels and adopt a flexible & consultative approach.
* Ability to think creatively and exploit business opportunities.
* Ability to produce high-quality technical and service content for the products in the form of roadmaps, technical documents, etc.
* Good analytical, conceptual, and problem-solving abilities.
* Integrity, consistent in their work, and who has clear and visible set values.
* Ability to clearly articulate requirements, approaches and give clear directional steer.
* Ability to conduct research into emerging technologies, trends, standards, and products.
* Able to prioritise tasks in a high-pressure environment, challenge where appropriate and ensure alignment with strategic direction, vision and value of the function/team.
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| **Knowledge**  | **Qualifications**  |
| * Ability to understand user requirements and outcomes, identifying challenges and obstacles that need addressing.
* Able to create high quality technical documentation.
* Demonstrated the ability to communicate clearly and concisely, both orally and in writing.
* Lead presentations and facilitate workshops and meetings.
* Knowledge of software development practices.
* Risk, governance, and performance management methodologies and frameworks
* Commercial and financial acumen
* Broad understanding of modern people practices
* Agile, Lean methodologies
* Knowledge of FM and property management systems and technology.
 | * Product Owner certification
* Degree or diploma in relation to either the Microsoft 365 or Power Platforms.
* Any vendor qualifications would be advantageous.
* Azure Foundational Experience.
* Scrum certification.
* Project management skills.

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**Performance Standards**

**Role Profile**

The performance standards outlined here describe the expectations for all senior leaders regardless of functional accountabilities.

**Managing performance:**

* Accountable for ensuring functional adherence to performance processes and timescales
* Set annual goals and ensure goal alignment with corporate and directorate scorecards
* Monthly progress reviews and feedback
* Mid and year-end reviews
* Performance calibration to ensure individual performance assessment reflects organisational performance

**Managing budgets:**

* Accountable for managing functional budget and delivering within budget and cost transformation targets
* Annual forecast and phasing
* Monthly budget review
* Reforecast budget as required **Talent and succession:**
* Identify and develop high-potential colleagues able to develop towards business-critical roles
* Support management and leadership development of all colleagues in leadership roles
* Develop successors to own and other key roles to build bench strength and resilience
* Encourage talent to build breadth of experience outside of own function
* Champions diversity and leads inclusively **Colleague engagement:**
* Support the careers and development of all colleagues
* Hold regular team meetings to share organisational updates and discuss priorities
* Encourage participation in Your Voice surveys
* Agree and implement colleague engagement action plans, using the Your Voice platform to record and track actions
* Recognise good work through formal and informal channels
* Listen to colleagues and give them opportunities for their voices to be heard
* Shape roles to provide meaningful work

**Communication:**

* Ensure key messages, including those from outside functional area, are effectively cascaded to team/s and all communication channels are used effectively
* Communicate change positively and facilitate conversations to give team/s the opportunity for twoway dialogue
* Owns and confidently manages difficult messaging as well as good news
* Produce quality papers, briefing packs and updates for Exco, committees and the Board as required **Cultural Tone:**
* Role model and recognise the positive use of the NHSPS values and behaviours

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| •  | Champion smarter working and creates team charters  |
| •  | Develop teams in line with engage and enable principles  |
| •  | Promote the NHSPS culture through using appropriate language, symbols, and signs  |
| •  | Challenge culturally inappropriate behaviour   |