

Role Description

IT Product Owner



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Systems Group
Position Description no	10190-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1226164
Date of Approval	July 2022
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is a member of the Agile team and is responsible for the team backlog, including defining and prioritising the stories in the backlog to align to the program priorities (features). The role maximises the value produced by the team and ensures that stories meet the customer and end user's needs and comply with the Definition of Done. The role ensures flow from iterations to value is delivered through the continuous delivery pipeline.

Key accountabilities

- Collaborate with the Product Manager, Product Owners in other teams; and stakeholders to decompose features into user stories to ensure it meets the needs of customers while maintaining the conceptual and technical integrity of features in the program backlog.
- Maintain and develop the team backlog and provide direction to the team to sequence and estimate stories in preparation for and during Program Increment planning to provide focus and clarity of work to complete.
- Participate in the team demo and PI (program level) system demo and retrospectives including team level as well as program level Inspect and Adapt (I&A) workshops to ensure the completed work is fit-for-purpose and address the customer needs.
- Coordinate dependencies with other Product Owners to ensure the frequent, reliable, and continuous release of value-added solutions by active participation in the PO Sync meeting.
- Collaborate with Solution Architects/Technical leads to understand the scope of upcoming enabler work (that will ensure the technological infrastructure is ready that will enable the new business functionality) and understand and plan for the impact to the team backlog.
- Support a Behaviour-Driven Development approach by supporting developers and testers to detail the acceptance criteria and acceptance tests (that can later be automated) to ensure the products are developed to the required level of quality.
- Work with the team to agree on accepted story completion including validation of acceptance criteria and complies with its Definition of Done. This ensures the product meets the required level of quality to ensure the functionality is fit for use.
- Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
- Place the customer at the centre of all decision making.
- Work with the Line Manager to develop meaningful performance development and review plans.

Key challenges

- Uplifting Agile capability and maturity across the Agile team and business stakeholders.
- Establishing relationships with business stakeholders to develop trust and ensure reliable and accurate information.
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- Achieving sufficient understanding of the business to identify gaps in requirements and optimisation opportunities while adhering to project timeframe constraints.
- Providing practical, effective and insightful advice that assures solutions deliver on business requirements and provide optimal benefits and value.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive advice, direction and support.• Engage to ensure that product development is being built and adapted in line with customer and end user's needs.

Work Team	<ul style="list-style-type: none"> • Define and communicate the vision. • Actively engage with the team through conversations, ceremonies, and artefacts to provide clarity and feedback on user stories. • Resolve impediments. • Prioritise user stories in the Team Backlog. • Support the team to create a viable solution.
Work teams across Systems Group	<ul style="list-style-type: none"> • Collaborate to model and drive Lean-Agile behaviours and practices within the Agile team. • Connect to manage dependencies and priorities across other Agile teams. • Collaborate to maintain strategy and execution alignment.
Stakeholders across TAFE NSW	<ul style="list-style-type: none"> • Develop and define a shared vision. • Translate a vision into epics and user stories. • Be the voice of the user in the team and make decisions on their behalf. • Ensure the appropriate participation in activities such as the Sprint Showcase.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

IT Product Manager

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in relevant discipline or equivalent skills, knowledge and experience.
3. Experience and strong understanding of Agile and Scrum fundamentals.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



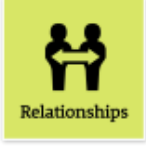
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p>Display Resilience and Courage</p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations 	Intermediate
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Adept
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Adept
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate Adept
 - Monitor compliance with cyber security and the use of technology policies
 - Identify ways to maximise the value of available technology to achieve business strategies and outcomes
 - Monitor compliance with the organisation's records, information and knowledge management requirements
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Project Management

Understand and apply effective planning, coordination and control methods







- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

Intermediate



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

Intermediate



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

Intermediate