

Role Description

Senior Product Owner, Datawarehouse Program

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Education and Skills Reform/ Centre for Education Statistics and Evaluation/Skills Performance and Insights
Location	Parramatta
Classification/Grade/Band	Clerk, Grade 11/12
Role Number	228417
ANZSCO Code	225112
PCAT Code	1119192
Date of Approval	February 2021
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education is a leader in the provision of world class education and training, connecting all stages from early childhood education and care through to tertiary courses and qualifications.

The Department also supports the development of vibrant, sustainable and inclusive communities across NSW, by leveraging its partnerships with local communities and organisations, industry and other government agencies.

It is one of the largest employers in Australia with around 98,000 people located across the state, and manages an annual budget that accounts for approximately one quarter of the State's total budget.

Primary purpose of the role

The purpose of the role is to represent the voice of the customers of the data program and manage the planning and prioritisation of the data needs and requirements for the Skills related branches across the Education and Skills Reform division. The role has oversight of the agile delivery team that sits in the Information Technology directorate.

Key accountabilities

- Lead vision, strategy, experience and execution of the data program roadmap and delivery, including delivering a strong communication strategy of the program's progress, capacity and pipeline to ensure business adoption and readiness
- Provide technical and thought leadership to the definition, prioritisation and critical assessment of the epics and user stories of the data program product roadmap and backlogs, including grooming the product backlog and the implementation of the inaugural Skills data warehouse

- Plan, forecast and manage the financial position of the delivery team and overall data program, adjusting scope and priorities as necessary to ensure the full and effective utilisation of the program budget available to maximise program impact on divisional priorities.
- Collaborate with agile delivery teams in the Training Services NSW transformation team through validating assumptions, understanding program interdependencies, brainstorming solutions and providing direction to ensure smooth data product implementation and delivery.
- Build strategic relationships and work with all internal and external stakeholders to define business needs, user stories, acceptance criteria and priorities with a comprehensive analysis of alternate solutions using best practice methodologies to deliver products and services to required standards and balancing technical debt.

Key challenges

- Keeping abreast of current and emerging data technologies, methodologies and approaches to ensure data practices and systems keep pace with market innovations.
- Consulting with diverse groups of internal and external stakeholders with differing levels project management maturity and data literacy levels, to foster productive business relationships to deliver on agreed outcomes.
- Maintaining momentum on strategic priorities and management of technical debt through managing stakeholder expectations in an environment characterised by competing and shifting business priorities, tight deadlines and legislative frameworks.

Key relationships

Who	Why
Internal	
Senior branch staff and senior managers across the Department	<ul style="list-style-type: none"> • Drive the development and maintenance of effective working relationships to foster collaboration, consultation and engagement on data initiatives and strategic projects
External	
Other agencies, learning networks and/or communities of practice	<ul style="list-style-type: none"> • Build and maintain strong networks to appropriately share information regarding good practice and emerging methodologies

Role dimensions

Decision making

The role operates with a high level of autonomy and is expected to determine key operational objectives within the limits of delegated authority. The role is accountable for the prioritisation and delivery of assigned work in the teams that the role has oversight in. The role is accountable for the quality, integrity and validity of the service provided.

The role defers to the Director on issues that have a significant political impact or issues outside of financial delegation.

Reporting line

Director, Skills Performance and Insights

Direct reports

The role will have up to two direct reports and will have accountabilities for the delivery

Budget/Expenditure

The role has financial delegations in accordance with the Department's policy.

Essential requirements

- Extensive experience as a lead/ senior business analyst in a large complex business/IT environment with matrixed reporting lines and a proven ability to provide oversight on complex user specifications and/or detailed business requirements.
- Good understanding of Scrum principles, with Scrum Product Owner Certifications or equivalent professional experience.
- Proven understanding of project and systems development lifecycles and agile project management methodologies (e.g. Agile, Scrum, Kanban etc..)
- Knowledge of and commitment to the department's Aboriginal education policies






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework


Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Advanced
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Relationships and Engagement, Sales and Marketing, Product Management	Level 5 - PROD
	Change and Transformation, Business Change Management, Requirements Definition and Management	Level 5 - REQM
	Relationships and Engagement, Stakeholder Management, Relationship Management	Level 5 - RLMT
	Development and Implementation, Systems Development, Data Modelling and Design	Level 4 - DTAN

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Focus capabilities		
Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
Manage Self	Advanced	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
Communicate effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Capability Group: <i>Results</i>		

Capability Set	Level	Behavioural indicators
Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input from others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively • Seek and apply the expertise of key individuals to achieve organisational outcomes
Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Capability Group: <i>Business Enablers</i>		

Capability Set	Level	Behavioural indicators
Technology	Advanced	<ul style="list-style-type: none"> • Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies
Project Management	Advanced	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals
Capability Group: <i>People Management</i>		
Capability Set	Level	Behavioural indicators
Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category, Sub-category	Level and Code	Skill and Level Description
Relationships and Engagement Sales and Marketing	Level 5 PROD	Product Management (PROD) - Manages the full product lifecycle to ensure that, over time, the needs of customers/users continue to be met and that financial and other benefits are achieved. Acts as owner/champion for one or more products or services. Selects, adopts and adapts appropriate product development methods, tools, and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Develops product propositions and determines product positioning and variants for different customer and user segments. Prioritises product requirements and owns the product backlog. Coordinates trials and product launches and supports communications and training. Anticipates changes in customer/user needs; adapts products, and creates product retirement and transitioning plans.
Change and Transformation Business Change Management	Level 5 REQM	Requirements Definition and Management (REQM) – Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. Selects the most appropriate means of representing business requirements in the context of a specific change initiative. Drives the requirements elicitation process where necessary, identifying what stakeholder input is required. Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base line on which delivery of a solution can commence. Takes responsibility for the investigation and application of changes to programme scope. Identifies the impact on business requirements of external impacts affecting a programme or project.