

Role Description

Product Manager

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Operations/Technical Services
Role number	250496
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	139999
PCAT Code	1126892
Date of Approval	13 March 2023
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Manage the end-to-end product lifecycle, from initial product definition and development through to implementation and enhancement, to maximise value and deliver optimal product solutions in alignment with business and agency objectives.

Key accountabilities

- Design and develop product roadmaps, user stories, acceptance criteria and success metrics to meet business and stakeholder requirements and support a customer-centric product management strategy.
- Collaborate, engage and consult with a range of stakeholders to collect information requirements, gather feedback and build understanding of user-centered design methodologies.
- Provide sound advice and recommendations on digital product trends and best practice approaches to inform innovative product development and delivery.

- Engage and consult with technology and service providers to integrate products and services within existing technology platforms and maximise value for money outcomes.
- Develop and implement quality assurance processes and governance practices for new and existing products to ensure compliance with relevant business, agency and regulatory requirements.
- Develop and maintain product documentation, tools and processes to ensure product specifications and standards are fully maintained, accurate and relevant to business needs and requirements.
- Provide regular reports, briefings and updates regarding progress and achievement of the role's agreed business and reporting targets to inform future planning and decision making.
- Contribute to the planning and delivery of projects and initiatives as directed and apply best practice project management methodologies to support the achievement of organisational objectives.

Key challenges

- Delivering multiple product outcomes within an agile development framework.
- Effectively communicating product roadmaps, plans, highlighting the best path forward while managing stakeholder expectations.
- Maintaining knowledge and currency of industry developments and best practice standards, in a complex, specialised environment.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive advice, guidance, instructions and performance feedback. • Report on progress towards business objectives and discuss future directions. • Provide sound advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Work team	<ul style="list-style-type: none"> • Support the team and work collaboratively to contribute to achieving the team's business outcomes. • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding implementation of innovation and best practice.
Customers/Stakeholders	<ul style="list-style-type: none"> • Resolve and provide solutions to issues. • Engage and collaborate on product development solutions for new and existing products. • Provide technical advice, guidance and recommendations. • Negotiate outcomes and timeframes.
External	
Other NSW Government Agencies	<ul style="list-style-type: none"> • Develop and maintain collaborative working relationships and open channels of communication. • Optimise engagement to define mutual interests, manage expectations and achieve defined outcomes.

Who	Why
Vendors/Service Providers	<ul style="list-style-type: none"> • Monitor contract and service provision and manage expectations. • Consult, provide and obtain information and negotiate required outcomes and timeframes. • Resolve and provide solutions to issues.
Industry/Professional Associations	<ul style="list-style-type: none"> • Seek and maintain specialist knowledge. • Keep up-to-date with industry trends and developments

Role dimensions

Decision making

This role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes.

Is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

In matters that are sensitive, high-risk or business-critical, the role consults with the relevant manager to agree on a suitable course of action.

Reporting line

Manager, Facility Standards

Direct reports

N/A

Budget/Expenditure

Nil

Financial delegation – in accordance with the Department's policy as prescribed for a Clerk Grade 9/10

Key knowledge and experience

- Demonstrated experience in product management or product development, including user-centered design methodologies.
- Knowledge of, and experience with, content management systems such as Adobe Experience Manager (AEM) and SharePoint .
- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Relevant tertiary qualifications in Information Technology or a related discipline and/or equivalent relevant workplace experience.
- Certification in Agile methodologies, such as Certified Scrum Product Owner (CSPO) or Agile Certified Product Manager (ACPM).
- Demonstrated understanding of and commitment to the value of public education.

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

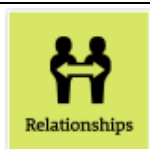
Focus capabilities

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

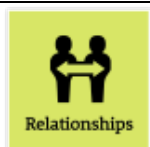
Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Adept

**Communicate Effectively**

Communicate clearly, actively listen to others, and respond with understanding and respect

- 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

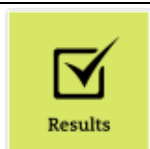
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**Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

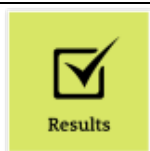
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**Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

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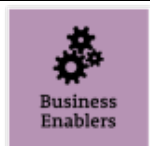


Think and Solve Problems

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

- 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
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



Technology


Understand and use available technologies to maximise efficiencies and effectiveness

- 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

Advanced

Occupational Specific Focus Capabilities

Occupation specific capability set








Capability Set	Category, Sub-category and Skill	Level and Code
	Development and implementation, Systems development, Product management	Level 5 - PROD
	Relationships and engagement, Stakeholder management, Supplier management	Level 5 - SUPP
	Strategy and architecture, Strategy and planning, Innovation	Level 5 - INOV
	Development and Implementation, User Experience, User experience design	Level 4 - HCEV



Occupation specific capability set (Skills Framework for the Information Age – SFIA Version 8)

Category, Sub-category	Level and Code	Skill and Level Description
Development and implementation, Systems development, Product management	Level 5 PROD	Product Management (PROD) – Acts as product owner/champion for one or more products or services. Manages the full product life cycle to ensure that the customer/user needs are met and that financial and other targets are achieved. Selects, adopts and adapts appropriate product development methods, tools and techniques. 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 and service requirements, develops product roadmaps and owns the product backlog. Coordinates customer testing and product launches and supports communications and training. Anticipates changes in customer/user needs. Adapts products, and creates product retirement and transitioning plans.
Relationships and engagement, Stakeholder management, Supplier management	Level 5 SUPP	Supplier Management (SUPP) – Manages suppliers to meet key performance indicators and agreed targets. Manages the operational relationships between suppliers and ensures potential disputes or conflicts are raised and resolved. Performs benchmarking and makes use of supplier performance data to ensure that performance is adequately monitored and regularly reviewed. Use suppliers' expertise to support and inform development roadmaps. Manages implementation of supplier service improvement actions. Identifies constraints and opportunities when negotiating or renegotiating contracts.

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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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
	Project Management	Understand and apply effective planning, coordination and control methods	Adept

Occupational Specific Complementary Capabilities

Occupation specific capability set

Capability Set	Category, Sub-category and Skill	Level and Code
	Strategy and architecture, Strategy and planning, Innovation	Level 5 - INOV
	Development and Implementation, User Experience, User experience design	Level 4 - HCEV