JOB DESCRIPTION

ROLE TITLE	Product Owner
COMPANY	TerraQuest Solutions Limited
DEPARTMENT	Solutions
REPORTS TO	Product Lead
DATE	19/09/2023

Role Summary

TerraQuest are looking for someone to join our growing business as a Product Owner in our exciting agile Solutions team.

You will be working with Scrum teams and alongside other Product Owners to prioritise, refine and deliver products and features in alignment with the broader product roadmap.

The successful candidate is expected to be a strong product leader, setting clear product vision and goals and motivating scrum teams to deliver products and services that add value to the business and the customer. You will be a driving force behind product delivery whose presence must be visible, vocal, and objective.

Role Responsibilities

Reporting to the Product Lead and working within Solutions Team, the Product Owner will be primarily responsible for refining and delivering product features to high quality working closely with the Scrum Team, business stakeholders and customers; accountable for bringing in key insights from user research, quantitative data, and getting the right people in the room to collaboratively develop solutions to customer and business needs.

- Make informed decisions about new opportunities and changes to products and services, based on market intelligence, product data and internal collaboration.
- Work alongside the business, product owners and head of product management to develop business cases for products and support bid responses.
- Create, manage, and own the product vision. Be able to describe the purpose of the product, its intention, and clearly describe the goals. Understand the problems we are trying to solve and accurately represent real customer needs.
- Bring together key representatives from across TerraQuest to develop product solutions, and define clear priorities based on business value. Be responsible for representing the customer to the SCRUM teams.
- Facilitate workshops to produce story maps and iteration plans to assist in backlog prioritisation and ensure SCRUM teams always have a minimum of two sprints worth of work prepared.
- Based on internal and external customer needs, describe, and communicate the requirements, ensuring requirements and recommended change is aligned to product roadmaps.

- Write epics, features, and user stories, prioritise these items, and manage them in the product backlog.
- Work with the business, product owners and head of product management to establish a vision for delivery, and to inform and engage them throughout delivery and implementation.
- To be involved in and actively manage product development and provide regular updates to all stakeholders (internal and external).
- To identify and highlight risks and issues and be able to articulate the impact of these on the product or project delivery.
- Attend all agile ceremonies and facilitate, where required. Undertake product planning and sprints reviews for internal and external stakeholders and ensure availability for daily stand-ups.
- Liaise with the Project Managers and/or Scrum Master to ensure product delivery is on schedule.
- Manage relationships with internal and external stakeholders, setting realistic expectations and ensuring communication of progress.
- Lead a Discovery team of Designers and Analysts on new features and products – from evaluating concepts and ideas for business and technical viability, to ideation and producing a high level storymap of the optimal solution.
- Stay informed about industry trends and market developments to identify opportunities for product improvements and innovations.
- Be a champion of user-centred products by actively engaging with customers, analysing support desk feedback, and participate in focus groups and interviews the user research team, to ensure the product meets customer needs.
- Define and track key performance indicators (KPIs) to measure the success and impact of the product.

Qualities and Skills required.

Essential

- Minimum of 2 years' experience as a Product Owner.
- Solid understanding of the Software Development Life Cycle (SDLC).
- Experience of agile and SCRUM development methodologies and frameworks.
- Strong product leadership skills
- Comfortable working with multiple teams, in-house and remote.
- Excellent verbal and written communication skills.
- Accurate and precise attention to detail.
- Strong customer focus.
- Data driven decisions.
- Use of market intelligence and research.

Desirable
- Exposure to business analysis and project management techniques.
- Experience working with web and mobile development teams
- You are an excellent communicator and are comfortable leading and facilitating workshops with internal and external stakeholders.
- The ideal candidate will foster a collaborative environment, empowering design, architect and Scrum teams to produce effective solutions by providing a clear compelling vision and

- CSPO Certified or equivalent.
- Experience of working in a scaled agile environment.
- The ideal candidate will have previous experience of leading products from Discovery to Launch in both b2c and b2b environments.
- Expertise working with the following tools:
    - Azure DevOps
    - Miro
    - ProductBoard
    - Google Analytics
    - Power BI
    - Microsoft Clarity, HotJar or similar

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.