



# Role Description

<b>Role title:</b>	<b>Classification:</b>
Funding Central Product Owner	ASO7
<b>Division/Business unit:</b>	<b>Reports to:</b>
Equity and Social Impact / Funding Central Project	Director, Community and Partnerships

## Role purpose:

The Funding Central Product Owner is a role within Equity and Social Impact and is accountable to the Director, Community and Partnerships for:

- Providing strategic oversight and governance of the Funding Central Salesforce platform to ensure it delivers secure, compliant, and high-value outcomes aligned with organisational priorities and funding and grant management best practice.
- Defining and maintaining the product vision and roadmap, prioritising enhancements, and establishing configuration and release standards to support sustainable, scalable delivery.
- Leading complex stakeholder engagement, driving adoption and continuous improvement, and coordinating integrations within the broader organisational technology ecosystem.

## Key outcomes and accountabilities:

1. Identify, engage and influence a diverse range of internal and external stakeholders to achieve agreed objectives, acting as the primary conduit for end users, business leaders and delivery partners to ensure stakeholder needs are effectively represented and reflected in the product direction.
2. Provide end-to-end oversight of the Funding Central platform, including user access, security controls, data integrity, reporting frameworks, and configuration standards, ensuring robust governance and high-quality releases through effective change and release management processes.
3. Lead the analysis and decomposition of complex business needs into clear, prioritised features and user stories, ensuring solutions are fit-for-purpose, user-centred, and aligned with best practice funding and grant management, as well as legislative, regulatory and audit requirements.
4. Own and maintain the program backlog, exercising professional judgement to prioritise work and allocate resources to maximise value, manage dependencies, and ensure the delivery of sustainable, usable, and high-impact outcomes.
5. Monitor platform health, maintain authoritative documentation, and support audit and assurance activities with transparency and accuracy to ensure ongoing compliance with regulatory frameworks, organisational policies and statutory obligations.
6. Actively identify, assess, and manage risks associated with the product, ensuring alignment with divisional and departmental security programs, risk management frameworks and legislative requirements, and escalating issues as appropriate.
7. Lead and manage the strategic relationship between DHS and the Managed Support Provider, acting as the primary DHS representative, setting expectations, monitoring performance, and ensuring services meet agreed outcomes, standards, and value for money.

**Key outcomes and accountabilities:**

*Note:* Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

**Special conditions:**

Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

**Key Relationships/Interactions:**

- Director, Community and Partnerships (line manager)
- Funding Central Project team
- Executives and Senior Managers across DHS
- Relevant staff across DHS
- Managed Support Provider

**Budget/Delegations:**

HR Delegation 4, Financial Delegation 5

**DHS expectations and values: (Organisational contribution)**

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

**Role specific capabilities: (Skills, experience, knowledge, attributes)**

1. **Product Management** – Demonstrated expertise in product management, including strategic ownership of Salesforce platforms, configuration governance and end-to-end lifecycle management; and proven experience leading product backlogs, prioritising competing demands, and optimising workloads to deliver high-value organisational outcomes.
2. **Strategic Thinking** – Highly developed analytical, conceptual and innovative skills, with the demonstrated ability to think and act strategically in complex and ambiguous environments, anticipate future needs, and adapt approaches to achieve organisational objectives.

3. **Communication** – Exceptional oral and written communication skills, including the ability to facilitate workshops, influence decision-making, and clearly articulate technical or complex concepts to a diverse range of stakeholders, including senior leaders, technical specialists and end users.
4. **Strategic Leadership** – Demonstrated ability to set strategic direction, provide authoritative advice, and exercise influential leadership to guide teams and stakeholders toward shared outcomes in a matrixed or multi-disciplinary environment.
5. **Relationships and Partnerships** – Proven experience building, maintaining, and leading productive relationships with a diverse range of technical and non-technical stakeholders, including the ability to negotiate complex issues, resolve conflict and manage competing interests to achieve sustainable outcomes.
6. **Accountability and Decision Making** – Strong accountability for outcomes, with demonstrated capability to make sound, defensible decisions within delegated authority, balancing risk, evidence, organisational policy and values and clearly articulating the rationale for decisions.
7. **Policy and Procedures** – Demonstrated working knowledge of government strategy, procurement, grants and contract management frameworks, relevant policy and legislation, and tendering and contracting processes, with the ability to apply this knowledge to inform decision-making and ensure compliance.

#### Qualifications:

**Desirable:** Relevant industry and/or tertiary qualifications in product management, project, program or portfolio management, supported by demonstrated experience delivering and governing complex digital or enterprise platforms.

**Key leadership competencies and expected behaviours at this classification:****Promotes strategic thinking and change**

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

**Achieves objectives**

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

**Leads business excellence**

- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.



**Builds genuine partnerships**

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience's needs.

**Models personal drive and professionalism**

- Maintains the highest level of integrity to embed ethical practice and organisation’s values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

**Approval:**

Assessed by: James Johnson, Human Resources Business Partner		Date: 31/12/2025
Approved by: Rory Spreckley, A/Director, Community and Partnerships		Date: 30/12/2025