

Role Description



Role title:	Classification:
Product Owner	ASO6
Division/Business unit:	Reports to:
Business Improvement and Technology	Manager, Digital Strategy and Solutions

Role purpose:

The Product Owner is within Business Improvement and Technology (BIT) and is accountable to the Manager, Digital Strategy and Solutions to:

- Provide subject matter expertise, working closely with IT teams and business stakeholders to ensure that the product architecture, workflows, integrations, and functionality meet quality, compliance and security standards.
- Collaborate with cross-functional teams, including infrastructure, cybersecurity, service desk and business units, to gather requirements and deliver features that meet user and business needs.
- Manage the product backlog, prioritise enhancements and fixes, and make informed decisions on feature development, enhancements, and fixes based on business value, user feedback, and technical feasibility.
- Ensure continuous improvement and product meets organisational service delivery, performance, and support requirements. It performs efficiently, scales effectively, and meets accessibility, security, and compliance standards.

Key outcomes and accountabilities:

1. Define and maintain the product roadmap, ensuring that it supports business objectives and delivers value to users and stakeholders.
2. Facilitate communication between technical teams and business units, gathering requirements, managing expectations, and translating business goals into actionable features.
3. Lead the technical delivery process, collaborating closely with development teams, prioritising backlog items, and ensuring the technical integrity of the platform.
4. Continuously refine and prioritise the product backlog based on business value, user feedback, and technical feasibility, making data-driven decisions on feature releases and iterations.
5. Ensure that the product supports a streamlined customer/user-friendly experience.
6. Monitor system performance, identify areas for improvement, and work with technical teams to implement optimisations that enhance speed, functionality, and user engagement.
7. Ensure seamless integration of product with key enterprise systems to support end-to-end service delivery where required.

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:

- **MANDATORY:** 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:

- Manager, Digital Strategy and Solutions (Line Manager)
- Director, BIT
- BIT Leadership team
- Executives and Senior Managers across DHS
- Staff in all functional areas across the Department

Budget/Delegations:

No budget or delegations accountabilities for this role.

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.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

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

1. **Technical Expertise in ServiceNow Platform (or similar)** – In-depth knowledge of ServiceNow platform (or similar) with proven experience in platform configuration, workflow design, CMDB, and automation to support service delivery and operational efficiency.
2. **Product Management** – Demonstrated experience in managing enterprise IT products through their lifecycle using Agile methodologies. Skilled in backlog management, sprint planning, stakeholder prioritisation, and roadmap development aligned to business outcomes.
3. **User Centred Design Knowledge** – Deep understanding of usability principles, accessibility standards, and best practices in design and navigation.
4. **Data-Driven Decision Making** – Proficient in leveraging analytics and reporting tools to evaluate performance, drive service improvements, and support strategic decision-making based on insights from user behaviour and operational data.
5. **Business Engagement and Collaboration** – Demonstrated ability to engage with stakeholders across all organisational levels to gather requirements, manage competing priorities, and ensure solutions are fit-for-purpose and aligned to user needs.

6. **Communication** - Exceptional written and verbal communication and interpersonal skills, including the ability to articulate and present complex concepts clearly and concisely to a diverse range of technical and non-technical stakeholders, provide training and identify and resolve conflict and successfully negotiate issues.

Qualifications:

Essential: N/A

Desirable: Tertiary qualification in ICT, Project Management or equivalent level of expertise gained from a combination of experience, training or professional accreditation.

Key leadership competencies and expected behaviours at this classification:

Supports and implements strategic direction

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team’s work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Anthony Halkias, Human Resource Business Partner	<i>A. Halkias</i>	Date: 6/05/2025
Approved by: Shikha Sharma, Director, BIT	<i>Shikha</i>	Date: 2/05/2025