

Job Description

Job Title: Senior Product Owner

Reporting To: Chief Product Officer

Location: Remote worker with frequent travel required to all customer sites

Hours: 37.5 hours per week based on hybrid working arrangements

Job Purpose:

Support the Chief Product Officer and work with our customers to shape our product development that creates value for customers, increased market adoption and growth for the business. As the Senior Product Owner, you will play a key role in shaping the company's product strategy and be directly responsible for a number of products. You will be required to galvanize relationships with our core customers along with internal teams including our integration engineers, sales and marketing team, and our technical teams to help enable our digital platform to remain at the leading edge, through innovation and enhancements.

- Ensure our products as a technology platform are enabled by innovation and enhancements via the product roadmaps.
- Ensure our products remain relevant via engaging the market and understanding customer needs.
- Communicate the direction and strategy by working with our internal teams and customers.
- Support the successful launch of new and innovative platform upgrades and new features whilst managing product sunsetting and depreciation.

Responsibilities:

Platform Strategy and Product Roadmaps:

- Support the product vision by clear understanding of the market business needs, customer needs and emerging technologies.
- Define the product vision, strategy, and roadmaps by identifying market trends, customer needs, and emerging technologies to guide the development of market winning solutions.
- Gather top level requirements to support the creation of detailed product development roadmaps.
- Ensure there is an effective customer feedback process to address both short-term and long-term goals.
- Support the creation and maintenance of product catalogues. Keep up to date, ensuring new features are updated and old features removed.

Cross-Functional Collaboration:

- Engage the company's Technical Authority, and particularly the Head of Software Engineering with the strategy for scalable, reliable, and high-performance digital solutions that meet the current and future expectations of our customers and the market.
- Along with the Customer Integration Engineers, gather knowledge on improvement areas and feed into the product development roadmaps.
- With the technical teams, support the drafting of internal artifacts (Capability and Service Assessment Forms and project estimates) to support the delivery.

- Ensure Customer Support teams are briefed on the product catalogue updates to help them market the changes with our customers.
- Support the project managers on projects where needed.
- With the Customer Account Managers, attend networking events and conferences to promote the use of our products and services

Innovation and Research:

- Stay up to date with the latest advancements in software development, and customer technology and applications, integrating relevant innovations into our technology platform.
- Lead research initiatives to explore new technologies, tools, and methodologies that can enhance product capabilities and win market share.

Experience Knowledge and Skills

Essential:

- Proven experience in product development and product lifecycles.
- A collaborative team player with strong technical skills who can positively and productively impact both strategic and operational initiatives.
- A broad understanding of today's technology and current platform/product thinking.
- Customer-focused, with the ability to liaise effectively with customers to develop close and trusted associations, building effective relationships.
- Must hold or be able to achieve security clearance to SC level.

Desirable:

- Significant experience in defence or a related business.

Previous roles in software product development.