

Job Description

<p>Job Title: Product Development Lead – for one of four spokes.</p> <ul style="list-style-type: none"> • Environment & Sustainable Transport • Inclusive Economy & Housing • Corporate Centre • People 	<p>Department: Change and Insight</p>
<p>Directorate: People, Policy and Performance</p>	<p>Job Number: JE Reference: P06 – 6432 JE Reference: P07 - 6431</p>
<p>Grade: PO6/P07</p>	<p>Date last updated: June 2022</p>

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Protecting our Staff and Services

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall purpose of job

1. To develop one of the four spoke product development teams into a professional, people centred service that makes the most of the council's technology, using the intelligence it produces to support staff to take better decisions, delivering value for money.
2. To work collaboratively with stakeholders, gathering requirements, understanding impact and balancing priorities to create a product development programme that maximises the business benefits delivered by the council's application architecture.
3. To ensure that compliance with information security legislation and council policies and

procedures runs through all the team's activities.

The council understands the importance of technology for improving services and reducing costs. This can only be achieved if BSMI staff understand their service specifically. Technical skills are critical, but equally important is the ability to apply that technical discipline to their own environment, listening to service managers, and working collaboratively to support and improve the service. That spirit informs every element of this job description.

The role is expected to operate at SFIA (Beta 8) level 5 [Level 5 - Ensure, advise — English \(sfia-online.org\)](#) and level 4 ([Level 4 - Enable — English \(sfia-online.org\)](#)) according to the demands of the role.

Job Context

1. The post holder reports to the Head of BSMI Spoke.
2. The post holder will be working within the council's policies and strategies for business process improvement and user research as well as collaborating with IT on operational tasks (upgrades, integration, change management) at all times, working within agreed LBN IT development standards and procedures for change management.
3. The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.
4. The post holder has specific Health and Safety responsibilities in respect of the Corporate Data and Digital function.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Key Tasks and Accountabilities at PO6 with matrix management

1. Ensure that the team operates within the council's IT governance framework.
2. To ensure that data in the team's area of responsibility is managed in line with the council's policies and statutory obligations.
3. Responsible for the definition, approach, management and satisfactory completion of medium-scale enhancements and upgrades.
4. Plan and drive scoping, requirements definition and prioritisation activities for the team's initiatives.
5. Engage effectively with users and customer representatives to generate high quality research.
6. Analyse the market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities.
7. Define the required behaviour and performance of the system, product or service in terms of the total user experience, resolving potential conflicts between differing user requirements.
8. Obtain input from, and formal agreement to, requirements from a diverse range of stakeholders, negotiating competing priorities and managing subsequent changes effectively.
9. Analyse and design business processes, identifying alternative solutions to exploit new technologies and automation, assessing their feasibility.
10. In the context of new releases, statutory changes and new systems, explain the purpose of and provide advice and guidance on the application and operation of elementary physical,

procedural and technical security controls, ensuring that changes are secure.

11. Design and develop users' digital and off-line tasks, interaction and interfaces to meet agreed usability and accessibility requirements.
12. Plan and manage all types of user experience evaluation to check and confirm that usability and accessibility requirements have been met.
13. Ensure that all application changes are adequately tested through test plans, resources, costs, timescales, test deliverables and traceability.
14. Ensure that there is a business readiness plan for change, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the "business as usual" environment.
15. Ensure that the benefits of change can be measured, and that the benefits predicted in the business case are monitored, ensuring that the work packages are aligned to the expected benefits, operational managers supported and stakeholders kept informed.
16. Ensure that security in system changes is managed effectively in terms of physical, procedural and technical security controls.
17. Ensures that the council's release procedures are followed and that components are only released to live when proper testing and change control processes have been carried out.
18. Working with colleagues in the Product Management team, plan the delivery of learning activities associated with system changes.
19. Adopt appropriate project management methods and tools whether predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
20. Contribute to the definition of organisational policies, standards, and guidelines for business process improvement.
21. Ensure that the Product Development team function staffing structure operates to professional and recognised standards and frameworks, in particular Prince2, Agile and ITIL.
22. Achieve value for money across the service area and take opportunities to generate efficiencies to support Council services and activities.
23. To ensure that the Product Development team can respond and support the Councils business continuity and resilience policies. To participate in the Councils emergency arrangements at the appropriate level.
24. To discharge the relevant statutory duties and responsibilities in relation to Equality and Diversity, promote, and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
25. Lead and develop effective relationships with stakeholders inside and outside the council.
 - Locally, to ensure that BSMI staff understand the service they are working in so that they can apply their technical knowledge effectively.
 - Across the council to collaborate with and learn from BSMI colleagues in other directorates and IT.
Across professional networks to collaborate with digital and data leads in similar and partner organisations to enable Newham to better respond to challenges

Specific Tasks and Accountabilities including the above and below at PO7 level. P07 has line management responsibilities

26. Lead the a product development service, ensuring that the team can deliver the council's service design framework, delivering system changes, enhancements, statutory changes in line with local service priorities.

27. Lead and develop team capabilities to drive innovation, horizon scanning, monitoring emerging technologies, assessing their impact, threats and opportunities to the council.
28. Ensure that the team adheres to the council's information security and assurance protocols.
29. Lead and develop the performance management and skills development of the Product Management team, ensure performance appraisal procedures are carried out and that there is full compliance with the Council's HR policies and procedures, including sickness absence, conduct, capability, business reorganisation and Health and safety
30. Create a culture of promoting data and insight to drive digital decision making, in order to continuously increase the value

Person Specification

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Directorate: People, Policy and Performance	Job Number: JE Reference: P06 – 6432 JE Reference: P07 - 6431
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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
QUALIFICATIONS: Degree or equivalent work related attainment or experience. Evidence of professional development through attainment of recognised accreditation, in particular Prince2, Agile, ITIL V4. or willing to work towards the relevant accreditation, within a defined timescale	Application Form Application form/relevant registers

KNOWLEDGE

Knowledge of professional frameworks used to manage technology, in particular Prince2, Agile and ITIL V4.

Knowledge and understanding of current developments and legislation and statutory requirements affecting the relevant service area*, particularly in relation to product development.

Knowledge of the local government market for business systems.

Knowledge of the Democracy and Civic Participation Commission aspirations.

Knowledge of technology enabled change management.

Test

EXPERIENCE:***Leadership and management***

Demonstrable experience of product development leadership in the relevant service area*, in particular

Managing business application implementations, enhancements and upgrades.

Project management

Business process improvement

Business modelling

User research, experience analysis, design & evaluation

Requirements definition & management

Business case development

Solution architecture

Testing

Change implementation planning & management

Release management

Benefits management

Information security

Data management

Emerging technology monitoring and innovation

Experience of implementing and using industry standard frameworks, in particular ITIL, Prince2 & Agile.

Application Form & Interview unless otherwise stated.

<p>Experience of working with services to identify where technology can improve delivery, implementing those changes and realising the benefits.</p> <p>Experience of managing relationships within an organisation in a collaborative and positive way.</p> <p>Experience of working with a range of organisations and individuals to influence and persuade.</p> <p>Experience of data management in the relevant service area*</p> <p>Substantial experience of delivering against set objectives and achieving corporate targets.</p> <p>Demonstrable record of strategic team management, including managing and developing staff for results.</p>	
<p>SKILLS AND ABILITIES:</p> <p>Focused manager who is capable of engaging colleagues to achieve results.</p> <p>Ability to exercise effective leadership as a member of the BSMI spoke management team and as the Product Management team lead.</p> <p>Ability to work effectively with colleagues in other service areas to find synergies that support improved council performance.</p> <p>Ability to draw together information and data in order to use it more efficiently and effectively to support the drive for efficiency.</p> <p>Able to communicate product development concepts in a clear, concise way and simplify the insights down into key actions the team can focus on.</p> <p>Excellent interpersonal skills, networking and influencing skills.</p> <p>Ability to prioritise, manage workload and set clear objectives for self and staff.</p> <p>Demonstrable high level team working skills and a proven ability to work effectively across a range of disciplines and services.</p>	<p>Application Form & Interview unless otherwise stated.</p>

<p>High standards of literacy, numeracy and communication skills.</p> <p>Excellent presentation and influencing skills.</p> <p>Proven ability to deliver objectives within agreed timeframes.</p> <p>Ability to operationalise strategic business planning.</p> <p>Implementation skills - the ability to align policies with delivery on the ground, translate strategy into detailed targets and plans.</p> <p>Ability to deal with difficult and sensitive situations including decision making on competing pressures.</p> <p>Ability to lead and motivate a team and of developing a performance culture.</p>	
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Highly professional with integrity and the ability to quickly establish credibility with staff, senior managers and suppliers, able to inspire confidence in self and service.</p> <p>Convincing in terms of a capacity to translate broad objectives into effective practical steps.</p> <p>Demonstrates a strong need to achieve, setting high standards for self and others.</p> <p>Uses political judgement and sensitivity.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>DSB check will be carried out for this post.</p> <p>Willingness/ability to work out of hours.</p>	<p>Interview and application form</p>