Role Description
Product Owner

Service Delivery

Award	Health Managers State Award
Classification/Grade	Health Manager Level 4
Location	<Enter information>
Directorate	Service Delivery
Position Number (StaffLink)	<Enter information>
Date of Approval	28th July 2022
Agency Website	https://www.ehealth.nsw.gov.au/

Primary purpose of the role

The Product Owner is the voice of, and counsel to the customer. They are responsible for managing the end-to-end product management lifecycle and defining a viable vision and roadmap including financial management for the Product. They maintain the product roadmap deliverables through effective management of the product backlog including creation, refinement and prioritisation of work items, and leading an effective product team so they can deliver viable products that offer maximum value to the end user whilst achieving a maximum return on investment.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centred health experiences to the people of NSW.

Key accountabilities

- The Product Owner develops the product vision and roadmap and contributes to developing the strategic vision to maximise customer and organisation value.
- Provide subject matter expertise and oversee the operations of the product lifecycle using relevant governance framework.
- Lead and manage the product backlog including creation, refinement, and prioritisation of work items in the backlog which encompasses all user stories and defects and considers input from stakeholders to ensure alignment with the agreed product vision.
- Support the product team through the product management lifecycle to deliver on requirements.
- Partner with the customer and key stakeholders to effectively manage and achieve the agreed product deliverables to achieve maximum value and a positive impact for the customer and a return on investment.
- Partner with stakeholder groups to produce well-defined stories and validate the completed stories against acceptance criteria and the definition of done to achieve quality compliance and streamline the execution of program priorities to deliver successful outcomes.

Key challenges

- Lead the engagement on the product management lifecycle across the NSW health system, balance competing demands to achieve business objectives, establish effective stakeholder relationships and arrangements that ensure customer input to all decisions, and balance state-wide needs with local innovation and national directions
- Work within an environment where technologies are subject to rapid evolution and change and identify technology solutions and platforms that improve the efficiency and effectiveness of the overall service offering for customers and drive improved value
- Create, lead, and maintain a constructive workplace culture

Key relationships

Who	Why
Internal	
Manager	- Escalate issues, keep informed, advise and receive instructions - Workforce and employment relations management - Provide regular updates on strategic deliverables, issues and priorities
Capability Managers	- Capability related learning and alignment - Workforce planning and resource management (product team members)
Product team	Participate in ceremonies to represent the voice of the customers and review work to ensure alignment with product roadmap
Customers	- Collaboratively develop the product vision and roadmap - Provide insights on new product and technology innovations - Ensure compliance with agency and sector rules and standards
External	
Vendors/service providers	- Negotiate and approve contracts and service agreements - Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements - Contact to provide and gather information and resolve routine issues

Role Dimensions

Number of Direct Reports: TBC	Number of Indirect Reports: TBC
Budget ($): N/A	Financial Delegation: As per eHealth NSW Delegations Manual

Line Manager	Senior Product Owner
Delivery Management Support	Senior Product Owner
Capability Management Support	Product Management Capability Lead

Essential Requirements

- Qualification or certification as a product owner with demonstrated experience managing a product in an Agile environment *or* extensive and demonstratable workplace experience within the discipline.
- Demonstrated extensive experience and a record of achievement managing a product lifecycle and leading multidisciplinary teams in a large and complex clinical ICT service environment.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Advanced**
	Influence and Negotiate	**Adept**
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Adept
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	**Advanced**
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
IIIII SFIA	**Strategy and Architecture, Business Strategy and Planning, Business Risk Management**	**BURM 5**
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	**METL 4**
	Strategy and Architecture, Business Strategy and Planning, Knowledge Management	**KNOW 5**
	Skills and quality, People Management, Performance management	**PEMT 5**
	Skills and Quality, Quality and Conformance, Measurement	**MEAS 5**
	Relationships and Engagement, Sales and Marketing, Product Management	**PROD 5**
	Relationships and Engagement, Stakeholder Management, Relationship Management	**RLMT 5**
	Change and Transformation, Business Change Management, Requirements Definition and Management	**REQM 5**
	Change and Transformation, Business Change Management, Change Implementation Planning and Management	**CIPM 5**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
		• Maintain relationships with key customers in area of expertise
		• Connect and collaborate with relevant customers within the community
Relationships Work Collaboratively	Advanced	• Recognise outcomes achieved through effective collaboration between teams
		• Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
		• Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
		• Network extensively across government and organisations to increase collaboration
		• Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position
		• Lead and facilitate productive discussions with staff and stakeholders
		• Encourage others to talk, share and debate ideas to achieve a consensus
		• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
		• Influence others with a fair and considered approach and sound arguments
		• Show sensitivity and understanding in resolving conflicts and differences
		• Manage challenging relationships with internal and external stakeholders
		• Anticipate and minimise conflict
Results Deliver Results	Advanced	• Seek and apply the expertise of key individuals to achieve organisational outcomes
		• Drive a culture of achievement and acknowledge input from others
		• Determine how outcomes will be measured and guide others on evaluation methods
		• Investigate and create opportunities to enhance the achievement of organisational objectives
		• Make sure others understand that on-time and on-budget results are required and how overall success is defined
		• Control business unit output to ensure government outcomes are achieved within budgets
		• Progress organisational priorities and ensure that resources are acquired and used effectively
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
		• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
		• Take account of the wider business context when considering options to resolve issues

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
		• Implement systems and processes that are underpinned by high-quality research and analysis
		• Look for opportunities to design innovative solutions to meet user needs and service demands
		• Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Advanced	• Champion the use of innovative technologies in the workplace
		• Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
		• Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
		• Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
		• Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies
Business Enablers Project Management	Adept	• Understand all components of the project management process, including the need to consider change management to realise business benefits
		• Prepare clear project proposals and accurate estimates of required costs and resources
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
		• Identify and evaluate risks associated with the project and develop mitigation strategies
		• Identify and consult stakeholders to inform the project strategy
		• Communicate the project's objectives and its expected benefits
		• Monitor the completion of project milestones against goals and take necessary action
		• Evaluate progress and identify improvements to inform future projects
People Management Optimise Business Outcomes	Advanced	• Engage in strategic and operational workforce planning that effectively uses organisational resources to achieve business goals
		• Resolve any barriers to recruiting and retaining people of diverse cultures, backgrounds and experiences
		• Encourage team members to take calculated risks to support innovation and improvement
		• Align systems and processes to encourage improved performance and outcomes

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Strategy and Architecture, Business Strategy and Planning, Business Risk Management	**BURM 5**	Carries out risk assessment within a defined functional or technical area of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business. Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Co-ordinates the development of countermeasures and contingency plans.
Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	**METL 4**	Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.
Strategy and Architecture, Business Strategy and Planning, Knowledge Management	**KNOW 5**	Provides advice, guidance, and support to help people to adopt and embed best-practice approaches to information and knowledge management into all areas of their work. Evaluates and selects appropriate knowledge management methods and tools in line with agreed policies and standards. Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge among internal teams and external partners. Provides support for the establishment and nurturing of communities of practice, including workshops, one-on-one guidance, and troubleshooting. Develops and implements processes and behaviours which help people easily access and use data, learning, and knowledge to improve performance. Shares ideas and examples of existing practices to encourage adoption. Implements knowledge management at programme, project and team level including tailoring in line with agreed standards. Contributes to the definition of organisational policies, standards, and guidelines for knowledge management.
Skills and quality, People Management, Performance management	**PEMT 5**	Manages individuals and groups. Allocates responsibilities and/or packages of work, including supervisory responsibilities. Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Proactively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides support and guidance as required, in line with individuals' abilities. Advises individuals on career paths, and encourages pro-active development of skills and capabilities and provides mentoring to support professional development. Provides input in to formal processes such as compensation negotiations and disciplinary procedures.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Skills and Quality, Quality and Conformance, Measurement	**MEAS 5**	Provides advice and guidance for effective use of measures and measurement. Establishes measurement objectives and the scope of measurement for functions, teams and projects. Plans and implements improvements to measurement capability. Selects measures appropriate to the context and organisational objectives. Contributes to organisational policies, standards, and guidelines for measurement. Reviews data collection and storage mechanisms (including automation) to support measurement.
Relationships and Engagement, Sales and Marketing, Product Management	**PROD 5**	Manages the full product lifecycle to ensure that, over time, the needs of customers/users continue to be met and that financial and other benefits are achieved. Acts as owner/champion for one or more products or services. Selects, adopts and adapts appropriate product development methods, tools, and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Develops product propositions and determines product positioning and variants for different customer and user segments. Prioritises product requirements and owns the product backlog. Coordinates trials and product launches and supports communications and training. Anticipates changes in customer/user needs; adapts products, and creates product retirement and transitioning plans
Relationships and Engagement, Stakeholder Management, Relationship Management	**RLMT 5**	Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision making processes. Captures and disseminates technical and business information.
Change and Transformation, Business Change Management, Requirements Definition and Management	**REQM 5**	Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. Establishes requirements baselines. Ensures changes to requirements are investigated and managed. Contributes to the development of organisational methods and standards.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Change and Transformation, Business Change Management, Change Implementation Planning and Management	**CIPM 5**	Creates the business readiness plan, 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. Determines the readiness levels of business users with regard to upcoming changes; uncovers readiness gaps and creates and implements action plans to close the gaps prior to going live. Assists the user community in the provision of transition support and change planning, and liaises with the project team. Monitors and reports progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures. Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of eHealth NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Rostering Management

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

Workplace Diversity

Support the organisations workplace diversity goals and policies.

Training

Comply with and participate in the organisation's training programs and policies, including satisfactory completion of all mandatory training.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 or the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks			X			
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	X					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks	X					
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	X					
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder	X					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	X					
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms					X	
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			X			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Description	F1	F2	F3	F4	F5	F6
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X
PSYCHOSOCIAL DEMANDS - Description (comment)	**FREQUENCY**					
Distressed People – e.g. emergency or grief situations	X					
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X
ENVIRONMENTAL DEMANDS - Description (comment)	**FREQUENCY**					
Dust – exposure to atmospheric dust	X					
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
Hazardous Substances – e.g. dry chemicals, glues	X					
Noise – environmental/background noise necessitates people raise their voice to be heard						X
Inadequate Lighting – risk of trips, falls or eyestrain	X					
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X				
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X					
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	X					
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	X					
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X