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| **JOB DESCRIPTION** | |
| **Job title:** | Product Owner |
| **Team/Department:** | IM&T Central Services |
| **Location:** | Hybrid (Ashford) |
| **Hours of work:** | 37.5 hours per week (plus systems out-of-hours on-call) |
| **Job title the post holder will report to:** | Senior Product Manager |
| **Job titles reporting to the post holder:** | None applicable |
| **Date the role profile was revised:** | October 2023 |
| **JOB PURPOSE**  An exciting role in which you will be accountable for our Electronic Prescribing (EPS) product. New to the market and unique in its sector you will be responsible for the short to medium term product strategy and accountable for delivering product roadmap and backlog. You will work collaboratively with Business and Clinical stakeholders as well as development teams to curate product backlogs, craft user stories and define acceptance criteria that deliver the business benefit and value of each product and its features. A key member of internal and external technology project teams working to ensure what is developed represents the voice of the customer and business expectations. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * The driving force in creating the vision of for the EPS Product, with your stakeholders – business and clinical as well as the NHS centre – to determine what success looks like for all end users. * Lead the discovery process to fully understand how end users interact with the EPS Product. * Champion clinical and patient led approaches throughout discovery, design, build and delivery. Be the voice of the end -user. * Own the product roadmap. Prioritise product backlog deliverables with development teams and stakeholders whilst balancing the needs of the business and our customers. * Create wireframes and demonstrate these back to stakeholders gaining feedback and collaborating to gain clarity and agreement. * Convey the vision of the ‘Why’ and wireframes directly to development teams provide clarity to requirements definitions. * Key member in the heartbeat of agile ceremonies driving through the product development to delivery with development teams. * Create and maintain the training materials associated with the product(s) and innovate on the method of walk-through / training tools. * Create the compelling narrative of the EPS product to ensure we have a summary of key features and benefits that can be used internally and externally to articulate product value. * Provide regular highlight reports of the current statuses of the requirements to the project managers. * Liaising directly with internal and external teams to ensure timely and accurate delivery of the contracted deliverables are delivered in line with development expectations. * Ensuring internal/external sign off of requirements and release documentation are gained prior to release to Live during the Go To Market Process. * Close working relationship with marketing and commercial teams. * Providing demonstrations of existing systems to potential clients and understanding their requirements (recording opportunities for improvement). * Provide emergency on-call as agreed and in accordance with the contract of employment. * Undertake any other duties which may be reasonably required. Commensurate with the role, bearing in mind the developing needs and demands of the company. | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. | |
| **ENVIRONMENT**  CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.  The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.  Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.  We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/). | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.  All Colleagues  You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.  Managers  You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.  Directors  You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. | |
| **EQUALITY AND DIVERSITY**  CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.  We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs. | |
| **INFORMATION GOVERNANCE**  Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.  It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. | |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**    We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS**    CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.  All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.  This post has been assessed as requiring a basic DBS check. | |
| **REHABILITATION OF OFFENDERS ACT 1974**  Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions. | |
| **PERFORMANCE AND DEVELOPMENT REVIEW**  This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. | |
| **VARIATIONS**  This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.  This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.  To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. | |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | Excellent level of English and IT skills | Degree in Business  Administration or related field  ISTQB foundation certificate | Application, Certificates & Interview |
| **Experience** | Minimum of 3-5 years’ experience within a project/sponsorship delivery management role  Experience of business analyst role | Full understanding of current NHS model and understanding of future demand  Experience of urgent care demands  Minimum 3-5 years’ experience in software testing | Application & Interview |
| **Knowledge, Skills and Abilities** | Expert knowledge of product management, requirements engineering and business analyst techniques  Excellent stakeholder management, organisation and communication skills  Ensures delivery of solution with maximum value to our customers and business  Ability to convey vision directly to development teams to provide clarity to requirements definition |  | Application & Interview |
| **General** | Excellent client facing and stakeholder management skills  Excellent analytical understanding of customer needs  Ability to work well under pressure with changing priorities and to tight deadlines | Project Management experience  Understanding the systems/products impact not only to end users but to patients accessing service | Application & Interview |