

New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Product Owner

Requested Class

Job Focus

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Consumer, Registry, and Strategy Services Division

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Product Director

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Consumer, Registry, and Strategic Services (CRSS) division of Service Alberta and Red Tape Reduction provides critical registry services to Albertan individuals and businesses. Registry services range from land registration services which are an enabler to the economy, motor vehicle services which enable the movement of people and goods, and corporate registry services which can be a deciding factor by out-of-province stakeholders when considering to incorporate in Alberta. The division has a mandate to modernize registry services to deliver efficiencies across these registry areas to ensure that Albertans needs are meet and the economy continues to be stimulated. The Registries Evolution branch advances this mandate by leading enterprise-level transformational service design projects through the identification, planning, and implementation of opportunities to achieve modernized, innovative, and client-centric registries service delivery.

Reporting to the Product Director in the Registries Evolution branch, this position serves as the public face of a digital Product Team and executes decisions on behalf of the Product Director The Product Owner will plan, design and implement the service envisioned to address the business needs and champions the product to end users. The Product Owner is responsible for leading Product Teams following an Agile Scrum approach to advance the Government of Alberta's digital plan and the Registries Modernization roadmap, a multi-year investment by government in registries service digitization.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Providing oversight from discovery, to design, to test, to implementation of new digital services. The position leads

Product Teams to develop and implement digital products that meet end user and business needs.

- Redesign of operational processes and effective planning to introduce and implement new services to users.
- Developing recommendations for required changes to operational programs as digitization occurs.
- Identifying barriers to change and recommending mitigation strategies including legislative and divisional policies and programs enable and align with digitization initiatives.
- Supporting evaluation activities for Registries Modernization to ensure outcomes and results, spanning from operational effectiveness and efficiencies realized and cost savings generated, are captured and reported.
- Overseeing User Acceptance Testing and providing quality assurance.

2. User Centric research

- Supporting the Product Director with the establishment of structures and mechanisms to engage staff at all levels to identify and prioritize service modernization opportunities to design and innovate the delivery of registry services.
- Focusing on improved client and employee experience, and making recommendations to executive management and the Registries Modernization governing bodies.

3. Contributing to the replacement of existing enterprise legacy systems, by:

- Supporting Product Directors to develop strategic level product roadmaps and plans for ongoing sustainability.
- Collaboration with government technology partners within the Ministry of Technology and Innovation, ensuring the ongoing and incremental delivery of benefits to Albertans and staff.
- Undertaking assessments and developing recommendations for the Product Director regarding technology and sourcing strategies to successfully replace high-risk legacy systems in alignment with the Registries Modernization multi-year roadmap.

4. Champion the agile and digital methodology

- Presenting and advocating for required changes to operational programs as digitization occurs.
- Support the development of regular status reports, including monitoring product progress against schedule, costs and contractor time.
- Leading product demonstration to stakeholders, including governance committees, program areas, and communications of practice.

Problem Solving

Typical problems solved:

The Product Owner must effectively communicate and engage with a broad cross section of partners to gain a strong understanding of operational needs, priorities and perspectives of the registry areas, end users, and other stakeholders in order to successfully deliver the registry services.

Often the position is required to work on complex matters that are often ambiguous. The position then needs to rely on subject matter expertise, experience, creativity, skills, education, business intellect and confidence to be effective.

With the support of the Product Director, the Product Owner is expected to address unprecedented business problems across multiple stakeholders and complex process environments. As a result, this position must frequently modify approaches and come up with new creative solutions to emerging issues, e.g. incrementally redesigning new service

modernization approaches based on real-time testing/outcomes, and negotiating the prioritized release of service features and outcomes with the Product Director and key stakeholders.

The Product Owner must oversee and frequently modify Product Team approaches to meet changing needs and requirements. Registries Modernization projects are 'new' work for with no previous precedent to follow. Challenges to this position can be complex, due to the diversity of stakeholders involved, tight time lines, and potential sensitivities. Significant user consultation and stakeholder engagement is required for the duration of the Registries Modernization initiative. With support and direction from the Product Manager, the Product Owner must engage teams and a variety of stakeholders to work together towards common goals and outcomes. Facilitation and negotiation skills are required when divergent opinions, attitudes and approaches exist.

Types of guidance available for problem solving:

The Product Owner must work autonomously when leading product teams, managing contracted vendors, providing input on the Registries Modernization roadmap progress and risks, and representing registry business partner interests and positions when interacting with key stakeholders and technology partners within the Ministry of Technology and Innovation.

Guidance available for problem solving includes consultation with the Product Director, Ministry of Technology and Innovations Product Delivery Lead, Executive Director, and Registries Evolution branch project support functions.

Direct or indirect impacts of decisions:

This position has a direct impact on the operations of the division and registry program areas by advising and coordinating business transformational work. As such, the work performed by the Product Owner is far-reaching and has a direct impact on the entire organization, its clients, and stakeholders.

For example, the role directly impacts the ability for Albertans, other end users, and stakeholders to access modernized and new digital registry services through the prioritization of product backlogs and the order of release for modernized digital services.

Key Relationships

Major stakeholders and purpose of interactions:

- Product Director: Daily issues for consulting, resolving issues, exchanging information, and management of sensitive issues. Generate strategic solutions for consideration on registries modernization, communication and change management issues.
- Product Delivery Lead (Ministry of Technology and Innovation): Daily issues for consulting, resolving issues, exchanging information, and management of sensitive issues. Generate strategic solutions for consideration on technological registries modernization.
- Executive Director, Registries Evolution: as required for consultation, resolving issues, and exchanging information.
- Other registry program area program delivery staff: ensure modernization efforts and services align with needs, resolve issues, and negotiate solutions the prioritization of product backlogs to meet service deliver needs.
- Staff: direction to Product Teams and indirect professional staff to progress and align modernization work for the delivery of the Registries Modernization roadmap and system replacement.
- Contracted vendors: direction to contractors as core Product Team members.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business	Public Administration	Other

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

Success in achieving Registries Modernization goals requires strong product management and use of the following competencies:

- University degree in commerce, business, public administration, economics, political science, statistics, technology or a related field.
- Knowledge of Alberta's registry systems.
- Project management experience and leading product team members and staff to achieve results, and the ability to apply a collaborative and integrated approach to achieve corporate goals.
- Demonstrated ability to manage change and achieve positive results.
- Knowledge of the functioning of government, public administration and public policy and legislative/regulatory development.

Technical Skills/Specialized Knowledge:

- Experience in public sector project management and/or the policy development process.
- Understanding of the legislation, regulations, policies and processes governing the operations of the registry services, the division, the Ministry, and the GoA vision, mission, goals and strategies.
- Tactical problem solving and decision-making skills that support innovation and ensure that the most efficient and effective outcomes are achieved.
- Understand the business requirements of the Ministry, clients, registry agents, legal community, and other partnering ministries and divisions.
- Knowledge of the Agile Scrum method, including process mapping, organizational analysis, benefits management, and risk/issue management.
- Awareness of IMT application/systems development and service delivery, IMT strategy and governance, and data integration, information delivery and data quality.
- Understanding to analyze user requirements and complete in-depth investigation and analysis of potential options to ensure all alternatives are identified, considered, and presented to clients and stakeholders.
- Research skills and knowledge of best practices.
- Knowledge about public administration, including the formalized decision-making structure and function of Government.
- Demonstrable planning skills, and the ability to work autonomously within strict timelines to meet deadlines.
- Written and verbal communication skills to articulate messages to a broad and diverse audience.

Human Relations Skills:

- Possess the ability to motivate a diverse group of people within and outside the Department to accept and commit to projects and work plans over the long term.
- Have the skills to effectively use talents of each individual assigned to Product Teams.
- Have a professional demeanour for dealing with senior and executive management, internal and external stakeholders, and clients.
- Possess the ability to effectively prepare and give presentations.
- Promote ideas so they are understood by a variety of audiences.

Essential Work Experience:

- At least 2 years experience in project management/coordination and/or product management/ownership preferably in a public sector environment.
- Understanding of the Agile Scrum theory framework, including project and operational planning, process mapping,

organizational analysis, and risk and issue management - preferred

- Ability to manage product teams, from planning to execution and implementation.
- Ability to manage change and achieve positive results.
- Ability to motivate staff, through managing workloads, and providing clear communication.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Success in this position will require the Product Owner to regularly work in situations which are unstructured and complex requiring analytical work in reaching solutions. For instance, the Product Owner must ensure the appropriate identified and prioritization of service modernization opportunities in consultation of diverse and often conflicting needs of cross-departmental program areas, clients, and key stakeholders. Additionally, the Product Owner must identify innovative solutions to ensure effective and timely delivery of the business transformation necessary to achieve anticipated outcomes and ongoing benefits of new, modern, and digital solutions.</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly 	<p>Success in this position will require the Product Manager to maximize the achievable results of a diverse set of stakeholders and service delivery partners that must work together to achieve the intended outcomes of the Registries Modernization roadmap, necessitating</p>

		<ul style="list-style-type: none"> • Considers complex factors and aligns solutions with broader organization mission 	proactive planning and downstream issue identification and resolution and building strong and cohesive multi-disciplinary teams across partner Ministries to deliver on business transformation and modern systems.
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Success in this position will require the Product Owner to support the development of a shared vision of success and strategic and operational alignment of various stakeholders within a complex service delivery environment comprising of Registry Agents, the legal community, other jurisdictions, development teams, contracted vendors, and three partner Ministries when leading the development of new, modern, and digital registry services.
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	Success in this position will require the Product Manager to navigate a complex service delivery environments requiring proactive anticipation of roadblocks and future challenges, identifying alternatives and options to overcome issues as they arise, and having the ability to manage uncertainty.

Benchmarks

List 1-2 potential comparable Government of Alberta:

Justice Digital Product Manager
 Manager business planning
 Business Manager/Project Manager, Personal Property Registr

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.