

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Product Owner

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The SCSS Modernization Office is responsible for the modernization and digital re-engineering of SCSS programs to deliver simpler, faster and more cost-effective services that better meet the needs of Albertans, staff, service delivery partners and others. The office is an integral part of the SCSS Digital Transformation to enable the SCSS Digital Road map and vision "SCSS will provide simple, modern and accessible digital services that empower Albertans to achieve their goals."

The Product Owner is a key resource in this mandate with operational responsibility for delivering the digital services. The Product Owner works in a matrix reporting structure, reporting to the Manager of Digital Solutions in the craft of delivering digital services and to the Director, Digital Design and Transformation on specific projects. Each project focuses on developing a product or digital service to meet the specific business needs e.g. an online application for a program.

For each project an Executive Director is assigned business ownership of the product (Business Product Owner) and a director or manager assigned program responsibility for the operationalization of the development of the product (Program Lead). The Product Owner is the Modernization Office resource who partners with these key business leaders to understand the business need, lead a team to explore options to meet this need and implement it to the end users.

The Product Owner is responsible for working with SCSS Digital partners to realize the project outcomes inclusive of operations, government technology providers including the Assisted Living Alberta (ALA) platform, other parts of Service Alberta, and contracted resources to ensure digital services are effectively prioritized, developed, and implemented within an established governance framework and overarching strategy.

The Product Owner works across these broad teams and scope of partners to lead the development and delivery of new digital services oversee their development, design, implementation, and undertake business process re-engineering and transformation to meet SCSS's future program and initiative needs.

The Product owner must develop concise explanations for what is being built, then use that clarity to champion the products to end-users. All while supporting and implementing decisions on behalf of the program Executive Director (Product Business Owner). The person must oversee product development from discovery through design to testing and implementation, evaluate and report product progress against schedule and costs, guide their development team and manage the product backlog to meet business needs.

The position works within a complex environment including the Modernization Office branch within the Strategic Services division, the Employment and the Financial Services division, the Disability Services division, the Preventive Community Services division and Service Alberta and must build effective relationships to be successful in delivering new digital services that meet user and business area needs. The Digital Product Owner must be an innovative and collaborative leader to create and maximize the value of the products/services being developed, defining goals, and creating the vision for digital services prioritized on the SCSS Digital road map. The Product Owner works independently and is accountable for delivering results that impact larger populations of external and internal stakeholders.

The position is responsible for the overall quality of the digital service and manages and prioritizes product backlogs, and will use their knowledge of user needs and business goals to frame problems and set priorities for delivery teams. The Product Owner also plans, develops and implements strategies for successful implementation roll out and continual improvement for digital services.

The role is substantially that of a change agent, challenging the existing processes, providing leadership impacting programs and services and transforming business processes, programs and services, and technology across the Ministry.

Responsibilities

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

1. Explains what is being built, champions the product on behalf of the end users, and executes and implements the decisions on behalf of the program Executive Director (Product Business Owner).
 - Serves as the public face of the integrated team, with accountability for communicating and being the voice of the Product Business Owner.
 - Leads complex and integrated stakeholder consultations with Subject Matter Experts and internal and external stakeholders to identify business needs, approaches, opportunities and challenges, and facilitates achieving buy-in and support of proposed changes and implementation.
 - Able to champion user research to focus on all users, be able to articulate user needs and ensure the digital service encompasses these.
 - Prioritizes and defines approaches to understand the user story, guiding others in doing so. Offers recommendations on the best tools and methods to be used.
 - Facilitates regular demos of digital services to ministry partners, senior leaders and stakeholders (including external) to inform, create awareness and understanding of the digital service and impacts to users.
 - Able to overcome operational constraints to deliver a successful product or service. Works closely with operations, the digital team, and ministry partners, among others.

2. Oversees product development from discovery, design and testing of digital services.
 - Provides direction and support to digital team to identify, evaluate, plan, develop and implement digital products that meet end user and business needs.
 - Accountable for the development and monitoring of user acceptance criteria and ongoing end user testing to deliver a quality product meets users' needs and expectations.
 - Conducts cost-benefit analysis, activity based costing and detailed business/systems design of all improvement initiatives and identification of approaches, opportunities and challenges with respect to design and implementation.
 - Analyzes data and information and informs Product Business Owner of issues or trends relating to the digital service. Escalates to Director, Digital Design and Transformation and Product Business Owner as required.
3. Oversees successful product implementation of digital services.
 - Leads the product team and works in partnership with the Program Lead to lead implementation of new digital products, ensuring compliance with related methodologies.
 - Designs operational processes for the running and maintenance of products or services throughout their life cycle. Able to redesign operational processes, amend existing processes, and plan and operationalize the stages of a new product.
 - Directs the Business Analyst, broader Digital Design and Transformation team and operational leads to identify and document implementation needs, develop the required communication, stakeholder engagement and training plans to support implementation activities.
 - Ensures effective ongoing internal and external communications to keep all stakeholders informed.
 - Leads the implementation table/team with the Program Lead and escalate to Director of BTDS and/or Product Business Owner as required.
 - Incorporates digital service tools and processes to provide consistency in approach across each digital service.
4. Evaluates and reports product progress against schedule and costs.
 - Responsible for completing regular status reports and providing demos for services under development to seek guidance and direction from Product Business Owners, Executive Sponsor Tables and SCSS Senior and Executive Team.
 - Leads risk management analyses, develops risk mitigation strategies in collaboration with the BIDS for presentation to senior leadership and executive teams to facilitate decision-making.
 - Identifies performance outcomes for the digital service and ensure alignment to the broader SCSS digital road map.
5. Provides leadership and guidance to the development team.
 - Available to development teams to answer questions and make timely decisions regarding user needs and views on how the team is implementing a product feature.
 - Guides the team in managing and visualizing outcomes and prioritizes work.
 - Accountable for delivering users stories with clearly defined acceptance criteria.
 - Ensures the team is working towards the appropriate service standards for the relevant phase.
 - Able to manage the delivery of products or services at different phases.
 - Co-ordinates the team to investigate problems, and implement solutions and preventative measures.
6. Manage product backlog based on approved business requirements.
 - Manage and make visible the product backlog for future product development.
 - Change the order of items on the product backlog to meet business needs as informed by the users' needs and Product Business Owner.
 - Escalates questions and concerns to the Product Business Owner as required.

Problem Solving

Typical problems solved:

The Product Owner is ultimately accountable for the digital tool being built and as such has a degree of autonomy to make decisions independently.

The position works within a complex environment including the Modernization Office within the Strategic Services division, the Employment and the Financial Services division, the Disability Services division, the Preventive Community Services division, Service Alberta, service delivery partners (contracted agencies, non-profit/not for profit agencies, other Ministries, municipal and federal organizations), and Albertans.

The Product Owner must build effective relationships to be successful in delivering new digital services that meet user and business area needs. The Product Owner must be an innovative and collaborative leader to create and maximize the value of the products/services being developed, define goals, and create the vision for digital services prioritized on the SCSS Digital Road Map. Well-developed interpersonal and listening skills are foundational to the role as a Product Owner. Also, strong facilitation and negotiation skills are required when divergent opinions, attitudes, and approaches exist.

The development of new, win-win opportunities are often critical to making progress in discussions and will require the ability to quickly analyze information and problems and develop new service delivery options in close collaboration with multiple stakeholders. This role must effectively listen to the concerns of the business owner and governance bodies and also effectively communicate any dependencies that is at odds. Delivering difficult news with diplomacy and tact while respecting conflicting opinions is critical.

Often the position is required to work under extreme pressures, face multiple demands at one time and at times, operates in an ambiguous environment. The position needs to rely on experience, creativity, skills, education, business intellect and confidence to effectively engage business partners and lead their digital teams. The ability to make sound judgments based on data and research to empower the Product Team to develop a road map for the digital service is required.

The Product Owner must oversee and frequently modify approaches to meet changing needs and requirements. Challenges to this position can be complex, due to the diversity of stakeholders involved, tight time lines, and budgets and potential sensitivities. The Product Owner must guide the teams to work together towards project goals and outcomes.

Types of guidance available for problem solving:

The Product Owner works in collaboration with the Manager of Digital Solutions, Director of Business Modernization and Transformation, other Product Owners, Ministry partners, service delivery partners and the product delivery team. While working in a high performance team and exercising a degree of autonomy when leading the product team, the Product Owner has access to supports throughout this process. Regular guidance and support is available from the Director of Business Modernization and Transformation. Ongoing support is also provided by the Executive Director of the Modernization Office and other executive management as appropriate.

Direct or indirect impacts of decisions:

This position has a direct impact on the overall performance of the digital team and impacted business area. As such, the work performance by the Product Owner is far-reaching and directly impacts end users, the entire organization, Albertans, both internal and external service providers, and stakeholders. Negative work performance may indirectly impact or undermine the success of the SCSS Digital strategy and portfolio.

For example,

- Serves as a catalyst for identifying, prioritizing business needs and outcomes to help generate efficiencies to meet division and ministry goals.
- Directly impacts the ability for staff, Albertans, other end users and stakeholders, access essential supports and services via the development and implementation of the SCSS digital service.

Key Relationships

Major stakeholders and purpose of interactions:

Position works directly with the digital team; the Modernization Office within the Strategic Services division; the Employment and the Financial Services division; the Disability Services division; the Preventive

Community Services division, including operational SME's, program staff, program Director's (Program Leads) and program Executive Directors (Product Business Owners); Service Alberta; service delivery partners (contracted agencies, non-profit/not for profit agencies, other Ministries, municipal and federal organizations); and Albertans to capture, design, develop, test and modify new systems and custom applications on a routine basis.

Daily contact is required with:

- Manager of Digital Solutions
- Director of Business Modernization and Transformation
- Program Director (Program Lead)
- Program SME
- Digital Product Team Content Designer/Software Programmer
- Digital Delivery and Innovation

Routine interaction may be required with:

- Program Executive Director (Product Business Owner)
- Executive Director, Modernization Office
- ADMs and EDs on the Product Sponsor Table
- SCSS Executive Team
- Community Agencies
- Privacy Office
- Freedom of Information and Protection of Privacy (FOIP) Office

Required Education, Experience and Technical Competencies

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

If other, specify:

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

A bachelor's Degree in business, public administration, information technology or related area of study or an equivalent combination of related experience and education and:

- 3+ years of experience in software product management
- Training and experience in the application of User Experience (UX) design tools, principles and methodologies
- Product owner/scrum certification

Experience:

A proven track record in agile methodology within a digital team environment and among various stakeholders to coordinate, plan, execute, and track product releases from beginning to end is required. Demonstrated competencies in leading and participating on project teams including business areas and technical resources is foundational to ensure a collaborative approach within the ministry. Excellent time management, written and oral communication, team building and change management skills are also required to maintain a fast-paced environment and to ensure partners remain engaged and responsive to the changing environment. The position will also require demonstrated success in developing and maintaining trust and respect of others, positively influencing people, encouraging innovation and creativity, leading change, and motivating individuals and teams.

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		

Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>Success in this position will require the working with various partners within a complex service delivery environment comprising the digital team; the Modernization Office within the Strategic Services division; the Employment and the Financial Services division; the Disability Services division; the Preventive Community Services division, including operational SME's, program staff, program Director's (Program Leads) and program Executive Directors (Product Business Owners); Service Alberta; service delivery partners (contracted agencies, non-profit/not for profit agencies, other Ministries, municipal and federal organizations); and Albertans</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>Success in this position will require the Product Owner to navigate a complex service delivery environment comprising of multiple partner organization each managing diverse and competing priorities when delivering on business transformation opportunities, requiring proactive anticipation of roadblocks and future challenges, identifying alternatives and options to overcome issues as they arise, and having the the ability to manage uncertainty.</p>
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 	<p>Success in this position will require the Product Owner to regularly work in situations which are</p>

		<p>seek root causes</p> <ul style="list-style-type: none"> • 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>unstructured and complex requiring analytical work in reaching solutions. The Product owner must account for diverse and often conflicting needs of program areas within the ministry. Additionally, the Product Owner must lead the development of innovative solutions and to ensure effective and timely delivery of the business transformation necessary to achieve anticipated outcomes and benefits of new digital solutions and data analytics opportunities.</p>
<p>Drive for Results</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Success in this position will require the Product Owner 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 SCSS Digital, necessitating proactive planning, development and implementation of digital services to meet the needs of staff, SCSS and Albertans</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

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.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature