



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Product Owner

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| Business Group | Te Pou Rangapōtū Corporate |
| Location | Wellington |
| Salary band | B4 |

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The Product Owner provides customer and business leadership into scrum teams to drive solutions that support strategic outcomes. The core skills will be a demonstrated ability to walk in the customers' shoes and understand their needs.

The Product Owner is responsible for the product vision, representing other business stakeholders input into the vision and helping the scrum team towards developing a product that delivers on that vision

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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Product Owner you will:

- Work with stakeholders to determine the product features and benefits.
- Elicit required business outcomes through established methods such as the facilitation of User Experience mapping, story mapping, impact mapping.
- Describe the product outcomes and features.
- Communicate the product vision across the business and for the delivery team.
- Define and prioritise the product objectives within the vision.
- Assist stakeholders to identify success criteria and measurement.
- Ensure that stakeholder voices are heard and that the product impacts are understood and catered for.
- Identify issues that are inhibiting or holding back product success or performance and provide solutions
- Manage the ROI and deliver business benefits.
- Keep stakeholders up to date on progress.
- Manage the prioritisation of new requests in consultation with stakeholders.
- Lead the development of a fit for purpose product which is aligned with the product vision.
- Responsible for all of the day-to-day decision making related to the product development, consulting with the stakeholders where the priority cannot be agreed at Product Owner level.
- Provide sound product management discipline and support the team to make impactful product decisions that align with strategic outcomes.
- Create, prioritise and maintain items in the Product Backlog.
- Help define the timelines for releases.
- Continuously groom feature requests into Stories; define the acceptance criteria; accept / reject stories.
- Work with the scrum team to answer questions on a continuous basis.

You will make decisions in accordance with the Ministry's policies and delegations framework.

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Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience engaging and connecting with customers to get deeper understanding of opportunities and to guide decision making
- Experience working as a product owner and/or in product management roles.
- Experience in workshop and meeting facilitation
- Experience in project and programme management framework, tools and techniques

Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- Expert knowledge in the technical aspects of the product and/or the business area
- Practical knowledge of Agile practices (Kanban, Scrum, XP)
- Familiar with Agile models, tools and ways of working, comfortable with organised chaos
- Specific Domain / product knowledge
- Strong leadership and management skills and the ability to see the 'bigger picture'
- Strong collaboration, influencing, and negotiating capability to effect desired outcomes
- Pragmatic problem-solving ability
- Ability to build and maintain strong relationships and collaborate with people at all levels of an organisation
- Inspiring and passionate about helping to create high performing teams
- A proven ability to lead by example and enable and empower team members
- A commitment to ongoing personal and professional development.

Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill level to a set of internationally recognised standards. Information about SFIA, including the SFIA competencies and skills required for this role, is available on the Ministry Intranet.

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| Capability | Level | Expectation |
|--|-------|---|
| Consultancy CNSL | 5 | <p>Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required.</p> <p>Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.</p> <p>Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.</p> |
| Technical specialism TECH | 5 | <p>Maintains an in-depth knowledge of specific specialisms and provides expert advice regarding their application.</p> <p>Can supervise specialist consultancy. The specialism can be any aspect of information or communication technology, technique, method, and product or application area.</p> |
| Requirements definition and management REQM | 5 | <p>Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. Selects the most appropriate means of representing business requirements in the context of a specific change initiative.</p> <p>Drives the requirements elicitation process where necessary, identifying what stakeholder input is required.</p> <p>Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence.</p> <p>Takes responsibility for the investigation and application of changes to programme scope. Identifies the impact on business requirements of external impacts affecting a programme or project.</p> |
| Relationship management RLMT | 5 | <p>Identifies the communication needs of each stakeholder group in conjunction with business owners and subject matter experts. Translates communications / stakeholder engagement strategies into specific tasks.</p> <p>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. (For example, may oversee the organisation's promotional/selling activities to one or more clients, to ensure that such activities are aligned with corporate marketing objectives).</p> <p>Negotiates with stakeholders at senior levels, ensuring that organisational policy and strategies are adhered to. Provides informed feedback to assess and promote understanding.</p> |

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.



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| Pou Hono Valuing Māori | Developing |
| Pou Mana Knowledge of Māori content | Developing |
| Pou Kipa Achieving equitable education outcomes for Māori | Developing |
| Pou Aroā Critical consciousness of racial equity for Māori | Developing |

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

Ngā Whakaaetanga | Approvals

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|----------------------------|-----------------|
| Date Reviewed and Approved | May 2025 |
| Approved By | HR Advisory tem |