GREATER**LONDON**AUTHORITY

Job Description

Job title: GLA OPS Product Manager

Grade: 11 **Post number:**

Directorate: Resources

Unit: Technology Group

Job Purpose

The GLA OPS Product Manager is responsible for the day to day running of the GLA's Open Project System (OPS) and ensuring it meets business requirements for users across the GLA. The post holder will scope and manage any new programme requirements which can be met via configuration and will matrix-manage the Lead Subject Matter Experts from other departments who are responsible for scoping new programmes for their teams.

The post holder is responsible for managing Business as Usual (BAU) service and ensuring that current teams using OPS are supported in their everyday use of the system. The GLA OPS Product Manager is accountable for leading the delivery of new programmes via configuration of existing features in OPS and will champion business change across the organisation.

Principal Accountabilities

1. Lead on relationship management - establishing and maintaining close working relationships within the GLA and wider external stakeholders (users of the OPS) at Director and Portfolio Holder level to ensure appropriate engagement is in place and teams are making use of the products in the best possible way.

2. Lead on the development of new initiatives, projects and programmes on OPS, configuring existing features and functionality to launch new programmes.

3. Work across the GLA to embed Agile ways of working, and act as a champion for the Agile approach.

4. Work across departments in the GLA to identify opportunities for business led process redesign.   Deliver these process improvements using the enabling functions of GLA OPS.

5. Responsible for creating and maintaining the configuration element of the corporate roadmap and liaising with the GLA OPS Product Owner to ensure this ties in with the development roadmap. This will also involve agreeing prioritisation across teams and ensuring key business milestones are met.

6. Leads the defect and triage management process. Matrix management of the resources available in the team to ensure issues are triaged, escalated and resolved in a timely and appropriate manner.

7. Lead for all payments administered via OPS, unblocking issues that arise. Responsible for ensuring that the GLA is compliant with contractual obligations with partners.

8. Leads on scoping and delivering reporting requirements for business users and manages critical reports to ensure integrity and responsiveness of business data.

9. Accountable, jointly with the GLA OPS Product Owner for all OPS and Skills Gateway Guidance and Training.
   - Ensuring guidance is up to date and accurate
   - Liaising with other departments to ensure guidance is drafted appropriately
   - Training internally and externally
   - Training staff on JIRA/Wiki and Agile

10. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

11. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.

Accountable to: GLA OPS Senior Manager

Technical requirements/experience/qualifications

1. Demonstrable experience of product management and maintaining complex digital products.

2. Appropriate experience of managing staff in a performance-oriented culture and in a matrix management structure.

3. Experience of managing complex stakeholders and advanced negotiating skills

4. Experience with the PostgreSQL dialect of SQL.

5. Experience of delivering projects using Agile methodology.

6. Advanced data analytical and problem-solving skills with a focused attention to detail, accuracy, and quality of end-results. Analytical consulting skills/business analysis skills a plus.

7. Knowledge of the GLA OPS data model, or similar hierarchical data models.

8. Experience of delivering an exemplar service and maintaining BAU service for a complex digital tool.

Behavioural Competencies

Building and managing relationships
… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 3

- Actively engages partners and encourages others to build relationships that support GLA
- Understands and recognises the contributions that staff at all levels make to delivering priorities
- Proactively manages partner relationships, preventing or resolving any conflict
- Adapts style to work effectively with partners, building consensus, trust and respect
- Delivers objectives by bringing together diverse stakeholders to work effectively in partnership

Communicating and influencing
… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 3

- Encourages and supports teams in engaging in transparent and inclusive communication
- Influences others and gains buy-in using compelling, well thought through arguments
- Negotiates effectively to deliver business priorities
- Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
- Advocates positively for the GLA both within and outside the organisation

Strategic thinking
…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3

- Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
- Consistently takes account of the wider implications of team's actions
- Encourages self and others to think about organisation's long term potential
- Informs strategy development by identifying gaps in current delivery or evidence
- Takes account of a wide range of public and partner needs to inform team's work

Planning and organising
… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 3

- Monitors allocation of resources, anticipating changing requirements that may impact work delivery
- Ensures evaluation processes are in place to measure project benefits
- Gains buy-in and commitment to project delivery from diverse stakeholders
- Implements quality measures to ensure directorate output is of a high standard
- Translates political vision into action plans and deliverables

Decision Making
…is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 3

- Makes sound decisions quickly on behalf of the GLA when a situation requires intervention
- Takes responsibility for team decisions, providing rationale when those decisions are questioned
- Involves senior stakeholders early in decisions that impact them
- Analyses organisational risks associated with decisions, including those with long term impacts, before committing to action
- Encourages others in the team to make decisions in their own area of expertise, take appropriate risks and learn from experience

Research and analysis

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 3

- Expands networks to gain new information sources for research and policy development
- Identifies and implements methods to ensure intelligence is of a high quality
- Encourages others to analyse data from different angles, using multiple perspectives to identify connections and new insights
- Tailors research investment in line with likely impact for Londoners and policy priorities
- Retains a bigger picture view, ensuring research recommendations are appropriate and practical for the GLA and its stakeholders

Organisational awareness

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 3

- Uses understanding of differences between the GLA and its partners to improve working relationships
- Helps others understand the GLA and the complex environment in which it operates
- Translates changing political agendas into tangible actions
- Considers the diverse needs of Londoners in formulating GLA objectives
- Helps others understand how the media and external perceptions of the GLA influence work

Working Patterns

No unusual work patterns have been identified. This post is open to flexible working.

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.