Position Description – Product Owner

Position Details

Position Title: Product Owner – Digital Learning

Position Number: TBC

College/Portfolio: Operations

School/Group: ITS

Campus Location: Based at the City campus, but may be required to work and/or be based at other campuses of the University.

Classification: HEW 9

Employment Type: Fixed Term

Time Fraction: 1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.
https://www.rmit.edu.au/about/our-locations-and-facilities

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.
https://www.rmit.edu.au/careers

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.
https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

Position Summary

Working as part of Architecture & Software Engineering, the Product Owner – Digital Learning is the primary link between stakeholders and squads and is responsible for delivering value in line with customer expectations and aligned with strategic objectives.

The Product Owner – Digital Learning is responsible for the product roadmaps and managing and prioritising the product backlogs across the learning and teaching ecosystem. You will lead the agile delivery capability and be responsible for executing the Digital Learning eXperience (DLX) roadmap to achieve great outcomes for Students and Staff.

Side by side with Customers, you will plan initiatives and facilitate our agile development squads in delivery of work meeting goals committed as part of the quarterly planning process. You will work in partnership with vendors, business owners and ITS stakeholders in RMIT.

Reporting Line

Reports to: Associate Director, Education Technology Products

Direct reports: < 20

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy

and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Line Management for up to 20 direct reports
- Defines the learning and teaching ecosystem implementation roadmaps and delivers the execution of the Digital Learning eXperience/Learning Management System roadmap
- Lead prioritisation and delivery plan against product roadmaps.
- Provide costings and estimates on development work for new initiatives
- Accountable for the design and implementation of technology solutions within the DLX/LMS platform as well as related technologies
- Lead a range of initiatives including projects implementing new features, continuous enhancements and platform improvement related work
- Act as a Subject Matter Expert regarding learning and teaching platforms and ecosystems, leading discussions regarding solution consultation, issue resolution, product improvements and new features.
- Develop and maintain strong, collaborative working relationships.
- Review application release features and sponsor and support delivery teams in the plan the roll out.
- Collaborate with cross-functional teams to ensure alignment (design and function) across the learning and teaching landscape, supporting common usage patterns across RMIT
- Demonstrate excellent cross-group collaboration skills, including conflict resolution and negotiation skills
- Cultivate a culture and mindset of results orientation, agile work practices and business analysis practices to enable initiatives to be delivered efficiently, effectively and aligned to the business value
- Implement, guide and maintain high standards of scrum/agile practices and guardrails within the team including tracking to success metrics against key measures.
- Facilitate sprint outcomes by listening to and making people aware of impediments, build momentum around new practices and help keep the platform management team accountable for their deliverables.
- Communicates and works with key functional groups and key stakeholders to help embed a consistent way of working across the product stream.
- Help manage and mitigate risk whilst exercising sound judgement.

Key Selection Criteria

1. Experience leading teams and managing people
2. Experience in a learning or education management consultant or leadership position
3. Experience in technical product ownership and roadmap management position
4. Exceptional interpersonal, communication and negotiation skills, with the ability to liaise effectively with internal and external clients
5. Excellent attention to detail in written and spoken communications to identify and solve issues
6. Demonstrated experience in successfully using Agile methodologies across programs with cross-functional teams preferred

7. Strong self-confidence and decisive ability to work independently whilst being able to lead and influence stakeholders
8. Strong vendor / partner management capability
9. Experience in working as a scrum master in a distributed squad setup for at least preferred
10. Analytical and critical thinker with good experience with facilitation, situational awareness, conflict resolution and continuous improvement
11. Demonstrated experience in Agile implementation and applying relevant SAFE/scrum/agile principles, practices and theories
12. Strong technical aptitude and experience leading teams in delivering quality software
13. Great interpersonal skills for building strong working relationships

Qualifications

- Tertiary qualifications in Information Technology, or equivalent experience
- People Lead, Product Owner, Agile, Scrum Master or Delivery Lead qualifications or experience

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Yvonne Williams Title: Associate Director, Education Technology Products Date: 31 July 2024	**Approved:**	Signature: Name: Luciana Bitelman Title: Director, Architecture & Software Engineering Date: 31 July 2024