

Senior Technical Product Owner

Technology

Reports to:	Position Level:	Direct Reports:	Location:	Job Code:
Head of Product - Platforms	Team Member	No	Wellington / Auckland / Christchurch	TMB6.1

Who is Trade Me?

Trade Me delivers value to Aotearoa through helping Kiwi create the life they want, whether that's finding a property, vehicle, career or new and used goods. Our vision is to be the place "where Kiwi look first".

Our Values:



**Customer
Aroha**



**There's no "I"
in Trade Me**



**Don't be
a dick**



**Hunger like
Ed Hillary**

Why this role is important to us:

The Senior Technical Product Owner is a critical leadership role and key customer and product advocate in Platform Engineering teams (squad). By taking strong ownership of the outcome, they will ensure teams are working on the right thing, leading key trade-off decisions based on value and impact and are accountable for delivering the outcomes and shifting the metrics we care about most. To achieve this, they will work closely with teams to prioritise and refine the roadmap and backlog, identify and manage dependencies and maintain the robust health, resilience and stability of our systems.

What you'll do:

Develop strategy aligned value-driven product roadmaps

- Facilitate and bring a product mindset to the definition of the platform goal and strategy including guiding principles, outcomes and opportunities
- Build, maintain and own a value-driven, flexible product roadmap to achieve the platform vision and strategy, managing complex dependencies and competing priorities
- Liaise with Sponsors and senior technical leadership to obtain support and buy-in to the platform strategy and priorities, clearly articulating trade-offs and impacts
- Ensure customer problems / product opportunities and related risks and assumptions are understood and discovery is completed to validate opportunities and experiments ahead of delivery with clear understanding of the metrics we will use to track changes in the business

Balance Product and Engineering work to deliver to OKRs

- Strike the balance between value, viability, feasibility and usability and be accountable for the short-term roadmap and committed outcomes of the product's delivery
- Work very closely with squad leadership to understand our strategic objectives, define OKRs and the plans to get us there
- Be the central point of contact between the business and the squads and decide how they maximise value and mitigate risk
- Contribute throughout the product delivery life cycle, ensure that squads understand the intent, scope and business value of the work they are doing and how it contributes to committed OKRs
- Define measures of success, what needs to be captured and how it will be analysed to create short feedback loops that enable data driven decision making
- Plan with squad capacity in mind, using flow metrics, leave, in-flight work and relative sizing to negotiate delivery commitments
- Identify and actively manage dependencies, engaging with others to understand and agree impacts and trade-offs up front
- Lead release change and rollout planning, monitor new products or features once in production, keep stakeholders up to date of progress and ensure proactive communication
- Monitor delivery progress and metrics to adjust priorities and approach as needed
- Contribute to the creation and maintenance of relevant product and/or process documentation
- Maintain a focus on the big picture, consider product and business goals, delivery and operational risks for our work and systems

Create, refine and manage the backlog

- Ensure backlog items are broken down, defined and prioritised to release rapid, incremental value to our customers and business
- Owning the product backlog and being accountable for its content, sequencing, and priority based on the needs of the business and end users
- Ensure agile rituals are carried out and the squad adheres to its definition of ready and done
- As part of release change management, evaluate whether changes are ready considering the acceptance criteria, user experience, operational readiness and risks
- Ensure squad work is aligned to strategy and be able to pivot should the market or strategic objectives change

Be a strong advocate for customer and product

- Build a strong understanding of our customers' experience using our services day to day and bring the voice of the customer to prioritisation decisions
- Support and prioritise continuous improvement of our products, including monitoring asset health and operational risk as BAU owner of the overall performance of our products
- Monitor, measure and evaluate the health and performance of your products, be able to demonstrate the value any changes/improvements have delivered to the business, learn from this data and take any required actions to achieve desired outcomes
- Maintain strong relationships across Trade Me to understand our customer and stakeholder problems, needs and opportunities
- Be a champion of Platform as a Product and Platform Engineering practices

Keep everyone informed and aligned

- Align expectations by keeping the Sponsors, wider stakeholder and customer groups informed and engaged with the changes happening to your platforms to ensure good governance and support
- Create visibility and transparency of priorities, progress, dependencies, risks, issues and trade-off decisions by leveraging tools (e.g. Product Roadmaps, Delivery Plans, Jira backlogs) and by communicating regularly with stakeholders and senior leaders
- Support squads to resolve roadblocks and issues they're unable to influence including by engaging with sponsors and senior leadership as needed
- Assist with stakeholder engagement as part of incident management

Adhere to agile principles

- Role model a growth mindset and live and breathe the agile values
- Support squads to follow agile principles and practices and using metrics to drive continuous improvement of ways of working
- Cultivate squad self-reliance and self-sufficiency to promote squad autonomy and grow a culture of trust

What success will look like:

To Sponsors and Stakeholders

- You'll be the "go-to" person within the team with a reputation for driving positive change and getting great results
- Our senior leaders and stakeholders are aligned and have clear visibility of where we're going, the highest priority work to get us there and in what timeframe
- Business and Product outcomes are reliably delivered, the benefits measured and communicated
- Stakeholders have a good understanding of the business and customer impact of the work your squads are doing and of delivery risks and dependencies that could trip you up
- We are making frequent tough prioritisation decisions that impact a range of stakeholders and we are experimenting, learning fast and iterating to achieve our objectives

To Squads

- Strong discovery practices help us deeply understand the customer problems we seek to solve and we validate opportunities before we start building
- We understand how our work aligns to our strategy and goals and are involved in determining how, what and when we will deliver
- We are effectively balancing new product development, maintenance and repaying technical debt
- We have great context on what other squads and the rest of Trade Me are working on, are learning effectively from what others have done, and delivering improved outcomes as a result

To Peers

- Product Managers, Principal Software Engineers, Lead Software Engineers, Designers and Analysts are aligned and collaborating on the most valuable work
- Other Product Owners learn from your wins and focus on continuous improvement
- You're seen as a champion of our values, living these daily
- You're creating and fostering a diverse and inclusive environment
- Health & Safety is fundamental in how you operate

What you'll bring with you:

Critical Competencies:

- Results-oriented with demonstrated ability to deliver great outcomes in a fast-paced environment
- A great team player and collaborator, able to form strong relationships and get the best out of people
- An outstanding communicator - able to explain ideas simply & clearly, listen carefully to others, and proactively improve team communication. Confident in communicating to stakeholders, customers and consumers

- Highly organised, with great planning and facilitation skills
- Energy, drive and enthusiasm for excellent results and a genuine desire to help engage and motivate other team/squad members
- Exceptional proficiency in risk management and robust decision-making based on risk assessment
- Advanced analytical, technical and creative reasoning and an extensive toolkit of problem solving techniques
- Mentors and guides others in product ownership tools and practices
- Identify where product ownership practices require uplift and recommend and implement improvements
- Confident using collaborative tools to clarify work scope, sizing, trade offs, dependencies and other planning considerations. (eg. Miro, LucidChart, Jira)

Experience:

- 5+ years experience leading Product Engineering teams to deliver great outcomes, good understanding of product, design & engineering practices with knowledge of web & mobile technologies
- Experienced in working in an agile development environment with a good understanding of agile ways of working
- A proven track record of successfully developing flexible value driven product roadmaps to clarify where we are going, taking ownership of outcomes, define opportunities and delivering measurable results
- Experienced using outcome based metrics to measure the impact of change
- Software development or testing background with knowledge of the platforms we are reliant on to deliver customer value (e.g. data platforms, search platforms, web & mobile technologies, or build processes including CI/CD pipelines) - preferred