



Position Description

Position Title:	Product Manager
Division:	ICT
Reporting To:	General Manager - IT
Direct Reports:	Nil (provide day-to-day direction to squad members and/or vendor partners)

ABOUT NORTHCOTT:

Who is Northcott? Northcott is a not-for-profit disability service provider that works with customers to realise their potential. As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry. A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do? Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer? We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values Our values have always been a significant part of our service to customers, and they have helped shape Northcott into the wonderful organisation it is today. We are **Innovative** because we develop new ideas and solutions with creativity in anticipation of changing needs. We are **Respectful** because we believe that everyone's voice is unique and that they have the right to be heard. We are **Brave** because we have the courage to stand up for people with all abilities even in the face of adversity.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

To define, deliver and continuously improve Northcott's digital products and experiences so they better support customers, families/carers and staff, and enable efficient, compliant and high-quality service delivery.

KEY OBJECTIVE OF THE POSITION:

The Digital Product Manager is accountable for maximising value delivered through an Agile Squad by owning and prioritising the product backlog, translating customer and business needs into clear user stories and acceptance criteria, and collaborating with stakeholders and delivery partners to ship high-quality digital outcomes safely, compliantly and iteratively.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Strong customer focus with an ability to understand user needs, pain points and desired outcomes, and translate these into prioritised backlog items.
- Demonstrated knowledge of Agile delivery practices (Scrum/Kanban) and modern product management practices (discovery, experimentation, outcome-based roadmaps).
- Excellent organisational skills, problem solving and ability to make decisions with incomplete information.
- Strong analytical skills, including ability to define and interpret product metrics (e.g., adoption, conversion, cycle time, NPS/CSAT) and use insights to drive improvement.
- Ability to facilitate workshops (e.g., story mapping, process mapping, ideation, backlog refinement) with diverse stakeholder groups.
- Clear written communication skills for user stories, acceptance criteria, release notes and user communications.
- Experience working with cross-functional teams (engineering, UX, QA, data, change, operations) and influencing without formal authority.
- Understanding of privacy, security and accessibility considerations for digital products, and willingness to work within governance and assurance processes.
- Strong stakeholder management with the ability to balance competing priorities, manage expectations, and communicate trade-offs and progress.
- Comfortable working with third-party vendors and internal platforms/teams to deliver integrated outcomes.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Minimum 3 experience in a Product Owner, Digital Product Manager, Business Analyst (Agile) or similar role delivering digital products in an Agile environment.

- Demonstrated experience owning and managing a product backlog, including writing user stories, defining acceptance criteria, and prioritising based on value, risk and effort.
- Experience partnering with UX/design to define problems and validate solutions through discovery and testing.
- Experience working with delivery tooling such as Jira and Confluence
- Experience delivering products that integrate with enterprise systems (e.g., CRM, rostering, identity, data/analytics) is desirable.
- Relevant tertiary qualification in Business, IT, Digital, Design, or related discipline is desirable.
- Product Owner / Agile certification (e.g., CSPO, PSPO) is desirable.

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Liaise with internal and external customers to understand needs, validate assumptions and measure outcomes.
- Champion the end-user experience and ensure squad delivery decisions align to customer value and organisational goals.
- Support governance and stakeholder forums by providing clear updates, options and recommendations based on evidence.

Relationship Building

- Build strong partnerships with Operations, ICT, Data, Risk/Compliance, Finance and other squads to enable end-to-end delivery.
- Influence across levels (including leaders and SMEs) by communicating trade-offs, risks and value in plain language.
- Establish effective ways of working with vendors and platform teams to support delivery, releases and incident management.

Problem Solving

- Break down complex problems into testable hypotheses, clear user stories and incremental releases.
- Use data and feedback loops to identify root causes, prioritise opportunities, and evaluate solution options.
- Work with the squad to remove ambiguity, define acceptance criteria, and ensure quality and compliance requirements are met.

Leadership

Position Description

- Set and maintain a clear deliverable vision, outcomes and priorities for the squad (aligned to strategy and governance).
- Enable the squad to deliver by ensuring readiness of backlog items (definition of ready), clarifying scope and facilitating decisions.
- Promote continuous improvement across discovery and delivery practices, including ways of working and tooling.

Financial Impact

- Maximise value by prioritising work that delivers measurable benefits, reduces operational effort, and manages risk.
- Work with the Product Manager/Head of Product to support planning, forecasting and vendor spend where applicable.
- Identify opportunities to reduce waste and rework through better discovery, clearer requirements and improved quality practices.

Time Impact

- Prioritise duties in line with squad goals and organisational objectives, and make timely decisions to maintain flow.
- Plan and sequence releases to balance value, dependencies, change impact and operational readiness.
- Establish and monitor metrics and service-level expectations (where applicable) to drive product performance.

DUTIES

The typical duties of this position include:

Product Strategy & Discovery

1. **Vision & Outcomes:** Partner with Enterprise Architect, SME & GM-IT to understand strategy and define clear product outcomes for the squad that align to organisational priorities.
2. **Discovery:** Lead discovery activities with UX and stakeholders (research, journey mapping, problem framing) to validate needs and identify high-value opportunities.
3. **Value Definition:** Define measurable success metrics and acceptance of outcomes (e.g., adoption, reduced handling time, improved data quality, customer satisfaction).

Backlog & Agile Delivery

1. **Backlog Ownership:** Create, own and continuously refine the squad backlog, ensuring items are clearly defined, prioritised and aligned to outcomes.
2. **User Stories & Acceptance Criteria:** Translate requirements into user stories with clear acceptance criteria, including non-functional requirements (performance, accessibility, privacy/security) where relevant.
3. **Prioritisation:** Prioritise based on value, risk, urgency, dependencies and effort; make trade-offs transparent to stakeholders.
4. **Sprint Events:** Actively participate in Agile ceremonies (planning, daily stand-ups as required, refinement, review and retrospective) to support flow and decision making.
5. **Release Readiness:** Coordinate with change, operations and support teams to ensure releases are communicated, training/support materials are prepared, and impacts are understood.

Stakeholder Management & Governance

1. **Stakeholder Engagement:** Engage stakeholders regularly to understand needs, manage expectations, and ensure alignment on priorities and delivery sequencing.
2. **Decision Support:** Provide clear options, recommendations, risks and impacts to support timely decisions.
3. **Compliance & Assurance:** Ensure product delivery meets organisational governance requirements (e.g., privacy, security, records, accessibility, quality/safeguarding where applicable) and that evidence is captured as required.
4. **Dependencies:** Proactively manage cross-squad and platform dependencies to reduce delivery risk and maintain momentum.

Performance, Insights & Continuous Improvement

1. **Product Performance:** Monitor product performance and usage, investigate issues and coordinate prioritisation of fixes and improvements with the squad.
2. **Experimentation:** Encourage and support iterative delivery, testing and learning (e.g., prototypes, A/B testing where feasible) to reduce risk and improve outcomes.
3. **Continuous Improvement:** Identify and implement improvements to product ways of working, documentation and quality practices.



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- 4. Documentation:** Ensure appropriate product documentation is maintained (e.g., user guides, release notes, decision logs, process and support documentation) in collaboration with relevant teams.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.