

# Statement of Duties

## Department of Premier and Cabinet

### As at 14 August 2024

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<b>Position title:</b>	Product Manager
<b>Position number:</b>	003656
<b>Award/Agreement:</b>	Tasmanian State Service Award
<b>Classification level:</b>	General Stream Band 7
<b>Division/branch/section:</b>	Service Tasmania
<b>Full Time Equivalent (FTE):</b>	1.0
<b>Location:</b>	South
<b>Position status:</b>	Fixed Term, Flexible
<b>Ordinary hours per week:</b>	36.75
<b>Supervisor:</b>	Manager, Transformation

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#### **Agency/Department values:**

Department of Premier and Cabinet (DPAC) values underpin our culture and guide our decision making and behaviour. Our values are:

#### **Excellence**

We strive for excellence at all times.

#### **Customer-focused**

Our customers are at the centre of what we do and how we do it.

#### **Working together**

We support and respect one another and work with others to achieve results.

#### **Being professional**

We act with integrity and are accountable and transparent

#### **Respect**

We treat everyone with respect and kindness.

For more information about DPAC visit [www.dpac.tas.gov.au](http://www.dpac.tas.gov.au)

**Division profile:**

Service Tasmania aims to deliver and develop the best possible services for its customers. Service Tasmania enables Tasmanians to obtain information and complete their business with Government (State, Local or Commonwealth) either in person (through our 27 Service Centres) over the phone (through our Contact Centre) and online (through [www.service.tas.gov.au](http://www.service.tas.gov.au)).

To support the delivery of the best possible service to its customers, all Service Tasmania staff are required to access and maintain personal and sensitive customer information. Staff also collect and reconcile Government revenue and manage customer financial data and as such are expected to display the highest levels of personal integrity and honesty in order to maintain public confidence in the services we provide.

**Position objective:**

This role is responsible for managing the product roadmap for myServiceTas to ensure that enhancements, new features and bug fixes are prioritised to deliver greatest benefit for customers and government agencies.

The role coordinates the non-technical aspects of myServiceTas including user research and testing, user interface design, stakeholder liaison and development of proposals and procurement documentation for future phases.

The incumbent will work closely with the Manager, Systems and Application Services who has responsibility for the technical implementation and management of the myServiceTas platform and associated vendors.

**Duties:**

- Maintain the ongoing product roadmap for myServiceTas, including feature prioritisation, product backlog management and liaison with key stakeholders
- Advocate for the customer in the planning, design, build and operational phases of myServiceTas, using evidence gathered from customer and community feedback, user testing, staff insights and platform analytics to ensure that platform development is customer driven.
- Lead the design and testing of the user interface for myServiceTas, including visual standards and layout, use of plain English, and WCAG accessibility.
- Lead and facilitate cross-functional design workshops and teams to elicit requirements, capture user journeys, validate business rules and design/test future state product features
- Project manage the planning, design and implementation of enhancements and new myServiceTas functionality, including the preparation of proposals, business cases and procurement documentation.

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- Develop and maintain productive relationships and strong communication links with client agencies. Maintain excellent working relationships with other staff and managers within Service Tasmania, and key internal and external stakeholders and service providers/vendors.
- As a senior Service Tasmania employee, provide high level advice to contribute to the leadership, strategic planning, policy development and future direction of Service Tasmania.
- The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

### **Level of responsibility:**

The Product Manager is responsible for

- Ensuring that the myServiceTas product roadmap reflects a prioritised and agreed program of works that is informed by customer needs, agency requirements and the strategic direction of Service Tasmania.
- Developing and maintaining productive and professional relationships with all internal and external Service Tasmania stakeholders that are important in delivering the current and future business requirements for Service Tasmania.
- High-level consultation with a range of stakeholders including various layers of government and external organisations
- Represent Service Tasmania in a variety of forums, as directed.

### **Reporting structure:**

The role reports to the Manager, Transformation.

The role operates with a substantial level of independence and autonomy, displays a high level of initiative and operates with broad direction.

### **Selection criteria:**

1. Demonstrated experience in digital product management, including product strategy and roadmap development, feature definition and prioritisation and benefit identification.
2. Demonstrated practical experience in design tools and techniques (eg: wireframes, UX concepts, journey maps, information architecture, service blueprints, accessibility) along with an understanding of customer-centric design methodologies.
3. High-level leadership and change management capability that includes a proven ability to build and sustain positive relationships and resolve conflict; demonstrated capacity to empower others to achieve outcomes and harness the benefits of a diverse range of views.

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4. Highly developed research, investigative, conceptual and analytical skills with the ability to develop and make sound judgments about complex business services and improvement opportunities, including showing initiative and forward thinking in identifying customer needs, priorities and solutions.
5. Demonstrated experience in managing projects using contemporary project management methodologies and in leading and working in multi-disciplinary agile project teams.
6. Proven high level interpersonal and communication skills, including oral and written, together with negotiation, conflict resolution and consultancy skills, and the ability to liaise effectively with staff, management, and a wide range of internal and external stakeholders.

### **Desirable requirements:**

- Tertiary qualifications in a relevant discipline are desirable.
- Training or experience in human-centred design principles and Design Thinking

### **Essential requirements:**

- Nil

### **State Service Principles and Code of Conduct**

Employees should familiarise themselves with the State Service Principles (view at [thelaw.tas.gov.au](http://thelaw.tas.gov.au) website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

The State Service Code of Conduct (view at [thelaw.tas.gov.au](http://thelaw.tas.gov.au) website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

### **Working environment**

DPAC is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. We recognise the unique skills and knowledge that Aboriginal employees bring to the workplace. We value and encourage the diversity of thought that our employees bring.

We are committed to putting the rights and wellbeing of children and young people at the centre of what we do. We will employ the right people. We will embed a culture of

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self-reflection and continuous improvement. We will have the courage to change what needs to be changed. We will regularly review our policies and structures through a child and youth safety lens. Our people will be equipped with the skills to recognise and respond to signs of harm. We are growing a culture where everyone takes responsibility, shares information, and speaks up if something doesn't seem right. Together, we're creating a place where all children and young people are safe from harm.

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

### **Workplace health and safety:**

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the *Work Health and Safety Act 2012* and the *Work Health and Safety Regulations 2012*.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management