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 leads a small high-performing agile squad and together they deliver high-quality, user-centred digital learning solutions that enhance the learning and teaching experience achieving successful outcomes for staff and students.

You will own the Learning & Teaching product roadmap and manage and prioritise product backlogs across the learning and teaching ecosystem, ensuring alignment with enterprise strategy, architecture, and governance.

Working side by side with customers, you will plan initiatives and guide delivery against quarterly commitments, partnering closely with vendors, business owners, and ITS stakeholders supported by a Scrum Coordination Manager. As a member of the Learning and Teaching eXperience and Student Experience leadership team, you will help shape the strategy and ways of working for the product stream driving continuous improvement, fostering people capability and guiding the evolution of our operating model to deliver innovative digital learning experiences.

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

- Provide leadership and line management for up to 20 direct reports, fostering people capability, agile ways of working, customer-first approach and a culture of continuous improvement.
- Define and own the learning and teaching ecosystem product roadmap in line with strategic objectives.
- Lead prioritisation, planning, and delivery against product roadmaps, ensuring alignment across the learning and teaching landscape.
- Bring insights from customer and user research and other relevant data and reporting into the roadmap and prioritisation process.
- Provide costings and development estimates for new initiatives and manage delivery within agreed budgets and timelines.
- Accountable for the design, implementation, and continuous enhancement of technology solutions within the DLX/LMS platform and related technologies.
- Lead initiatives including new feature implementations, continuous improvement activities, and platform optimisation projects.
- Act as an escalation point for the development team for queries about the product backlog tasks during sprints.
- Act as a subject matter expert on learning and teaching platforms, providing solution consultation, driving product improvements, resolving issues, and advising on future features.
- Develop and maintain strong, collaborative relationships with stakeholders, vendors, and cross-functional teams to ensure alignment in design, functionality, and delivery.
- Review application release features, sponsor delivery activities, and support rollout planning and execution.
- Facilitate agile delivery by removing impediments, promoting best practices, and maintaining high standards of Scrum/Agile processes and governance.
- Champion consistent ways of working across the product stream, embedding frameworks, tracking success metrics, and promoting transparency and accountability.
- Identify, manage, and mitigate risk, exercising sound judgement and making informed decisions to support delivery success.
- Communicate to stakeholders on the progress of delivery and new features developed and deployed.
- Respond in a positive and flexible manner to change and uncertainty and encourage cooperation in coping with change.

Key Selection Criteria

1. Proven experience leading teams and managing people, fostering capability development and high performance in an agile environment
2. Demonstrated background in the learning, education or digital transformation sector desirable

3. Extensive experience in technical product ownership, including defining product roadmaps, managing backlogs, and delivering business value through technology.
4. Strong understanding and hands-on experience with agile and scaled agile (SAFe/Scrum) methodologies across cross-functional and distributed teams.
5. Proven ability to lead software delivery initiatives, combining technical aptitude with a focus on quality, user experience, and continuous improvement.
6. Sustains a customer-first approach to design and deliver better experiences through collaboration and curiosity.
7. Highly developed interpersonal, communication, and negotiation skills, with the ability to influence, collaborate, and build strong relationships across technical and non-technical stakeholders.
8. Strong analytical and critical thinking skills, with demonstrated ability in facilitation, conflict resolution and situational awareness to achieve positive outcomes.
9. Demonstrated vendor and partner management capability, ensuring successful delivery through external and internal collaborations.
10. Self-driven and confident decision-maker, able to work independently while guiding and inspiring teams to achieve results.
11. Embraces ambiguity, works with customers and users to identify solutions that provide value.
12. Demonstrates commitment to explore, learn and adopt new technologies and ways of working to achieve better business outcomes.

Qualifications

- Tertiary qualifications in Information Technology, or equivalent experience
- Product Manager/Product Owner, People Lead, Agile, 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