A&W

ADUR & WORTHING
C O U N C I L S

Job Description & Person Specification

Authority	ADC / WBC
Directorate	People & Change
Post Title	People & Change Product Owner - Systems & Data
Grade	7
Accountable to	People Manager
Leadership responsibility for	Direct reports for up to 5 staff Matrix management for up to 5 staff
Key leadership relationships	**Internal:** Members of the Council, Chief Officers and all other appropriate Council officers and managers **External:** Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	September 2024

Job Description - Principal purpose of job (role summary)

As a People & Change Product Owner you will play a key role within the People Team.

The overall mission of the People Team is to **coordinate support for services to help them adapt and respond to change and support staff throughout their journey in the organisation**.

You will lead a programme to simplify & continuously improve our workforce processes throughout the employee life cycle.

- Oversee the design, delivery, and continuous improvement of employee lifecycle processes (recruitment, onboarding, progression, exit) to ensure they are easy to access and use, save time and are compliant with workforce policy & legislation.

Act as a key decision-maker in ensuring systems and workflows are optimised for accuracy, speed, and accessibility.

Ensure all processes reflect best practices and align with internal policies, current terms and conditions, and compliance requirements.

As the line manager for the People Systems & Data Officers, you will provide:

- Strategic coordination and support to ensure the effective development, delivery and improvement of workforce processes.
- Coaching and support to the team to build capability and confidence in managing end-to-end processes.
- Nurture a culture of innovation, continuous improvement, and service excellence within the team.

You will ensure the workforce digital systems align with operational needs, regulatory compliance, and People & Change priorities, collaborating with Finance, Digital and other teams whose systems need to interact with the workforce systems to streamline integrations and resolve complex issues.

You will also support the People Team achieve its wider ambitions to:

- Support the relationship with services in a directorate/mission area that better embeds change in a way that works for their context and needs.
- Develop strategies and programmes that turn us into an employer of choice to attract and retain a diverse and talented workforce.

As the People & Change Product Owner, you will also lead the development & delivery of the People & Change digital roadmap, so that digital systems best support the delivery of People & Change priorities.

The role will involve working in a matrix structure with the Digital team, collaborating on technical roadmaps and using innovation to ensure the best technology solutions are selected and implemented to meet service needs.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Innovation: You will drive innovative solutions by leading the design and implementation of cutting-edge People & Change systems and tools. You continuously explore new technologies and methodologies to improve the council's People & Change processes and deliver data-driven insights that inform decision-making.

Adaptability: You will work in a fast-changing environment, regularly reassessing and reprioritising product backlogs based on the council's evolving needs. Your ability to swiftly adapt to new requirements ensures the organisation remains agile and responsive to changes.

Resilience: By maintaining focus on long-term goals while navigating day-to-day challenges, you will demonstrate resilience. The role requires consistently evaluating project risks and overcoming technical and operational barriers to ensure successful product delivery.

Participation: As the bridge between stakeholders, P&C and delivery teams, you will foster a participatory approach by actively seeking input from all parties, ensuring that P&C systems reflect the diverse needs of the council.

Role specific duties and responsibilities

Coordinating the delivery of workforce processes & insights

Lead the development and delivery of a programme to simplify & continuously improve our workforce processes throughout the employee life cycle.

- Drive improvements so that they are easy to use for all staff, save time for staff in the People team to use and support staff throughout their journey at the organisation.
- Champion digital and product innovation to adapt workforce processes to be fit for the future, ensuring they align with wider organisational change priorities.

You will ensure the workforce digital systems align with operational needs, regulatory compliance, and People & Change priorities.

- Including configuration, upgrades, and continuous improvement to meet the needs of staff.
- Work closely with Digital, external providers of systems, and other relevant stakeholders to manage system performance, troubleshoot issues, and implement changes.
- Prioritise system developments and improvements based on organisational and user needs, ensuring they deliver measurable benefits.

Coordinate the development & delivery of a workforce data strategy & architecture and translation into workforce insights that P&C Partners can use to develop workforce planning for their mission area

- Develop reporting tools and dashboards that provide valuable insights into workforce performance and trends to inform workforce improvement and planning.
- Coordinate the use of insights from workforce data, staff engagement and lessons learned to identify areas for improvement and implement solutions.
- Take overall accountability for compliance with data protection (GDPR) across digital systems and processes.

Manage and support the People Systems & Data Officers to support the development and delivery of the programme above.

Regularly review workload challenges with the People Systems & Data Officers, recommending adjustments or identifying lower-priority tasks for deprioritisation.

Develop an integrated pipeline and continuous cycle of improvements for our workforce processes & practices, which better:

- Streamlines policy, process and practice throughout the employee lifecycle.
- Involves users throughout their journey.
- Works in an agile and experimental way to test & improve.
- Supports staff across People & Change to develop their digital skills.

Coordinating digital improvement across People & Change

Lead the development and delivery of the product roadmap for People & Change digital systems, in a way that supports the delivery of the People & Change priorities.

Act as the product owner and contract manager for all digital People & Change tools and platforms, ensuring they meet the above needs.

Lead the development and delivery of digital products that support workforce planning, employee engagement, community engagement, communications and performance management.

Work with Digital, and other People & Change teams to ensure that People & Change products are fully integrated with other systems and processes across the council.

Champion the use of digital and data across People & Change to enable all staff to develop their skills to be able to confidently.

Ensure all People & Change products are compliant with relevant legal and regulatory standards, including GDPR and employment law.

Support the delivery of the People & Change Capabilities Pathway and the Digital Capabilities Pathway.

Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities

Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

Accountabilities to Colleagues

Accountabilities to the Assistant Director of People & Change:

- Ensure that the development and delivery of digital products for the People & Change function are in alignment with the overall strategic objectives set by the Assistant Director.
- Provide regular updates on the progress, challenges, and outcomes related to People & Change systems and tools to the Assistant Director.
- Escalate any significant resource, technical, or strategic issues that impact the delivery of digital transformation and workforce planning initiatives.

Accountabilities to Other Roles in People & Change:

- **People Manager**: Collaborate closely to ensure that workforce processes & systems support the People Team's priorities.
- **People Systems & Data Officers**: Oversee their work to ensure that they support the delivery of high-quality services and that workforce processes are simplified, digitalised and continuously improved.
- **People & Change Partners:** Coordinate the delivery of workforce insights are needed to help People & Change Partners develop workforce planning.
- **People & Change Partner - Corporate:** Work together to connect up the improvement of workforce policies and processes so the pipeline of work is connected and they support each other.
- **Delivery & Data Manager**: Work together to ensure that digital products developed by the Product Owner align with the mission-driven priorities overseen by the Delivery & Data Manager.
- **Participation Manager:** Collaborate closely to ensure that digital products are aligned with participation goals. Work together on the integration of new systems that streamline these processes and increase the level and quality of participation.
- **Communications Manager:** Collaborate closely to ensure that digital products are aligned with delivery and communications goals. Work together on the integration of new systems that streamline these processes and increase the reach and impact of communications.
- **Learning & Organisational Development Lead**: Ensure that digital platforms and tools for learning and development are fully optimised to support the training and professional development needs of staff.

Accountabilities to Finance, Legal & Democratic Services, and Digital:

- **Finance**: Ensure that digital HR projects are delivered within budget and provide regular financial reports related to the cost-effectiveness of digital tools and platforms.
- **Legal & Democratic Services**: Ensure compliance with legal and regulatory standards, including GDPR, when developing and deploying digital HR systems.
- **Digital**: Work closely with the Digital team to ensure the successful integration of HR digital products with existing council systems. Collaborate on identifying opportunities for innovation and improvement in HR systems using cutting-edge digital tools.

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' Safeguarding Policy .

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the [Participation Skills & Competencies](#).
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others

	Essential	Desirable
Knowledge	Strong understanding of digital transformation in HR or People & Change functions. Knowledge of workforce planning, employee engagement, and performance management systems.	In-depth knowledge of strategic HR digital solutions and cloud-based platforms. Expertise in user-centred design and applying user experience principles to digital tools and platforms.
Experience	Experience as a product owner or similar role, overseeing the development and delivery of digital products. Proven track record of managing digital HR systems and tools. Experience working within Agile methodologies, including leading product backlogs and facilitating sprint reviews.	Significant experience leading large-scale digital transformation projects within People & Change functions. Demonstrated success in delivering digital product strategies that significantly improve employee engagement and performance management.
Experience	Demonstrate experience of the requirements in Level 4: Practitioner level of the and the Digital Capabilities Pathway and People & Change Capabilities Pathway.	
Communication	Excellent verbal and written communication skills, able to explain complex concepts in a clear and concise manner to diverse stakeholders. Strong presentation skills for communicating product strategies and updates to senior leadership and cross-functional teams.	Experience presenting complex digital transformation strategies to executive boards or councils. Advanced influencing and negotiation skills, able to manage stakeholder expectations and drive consensus.
Relationship Building	Proven ability to collaborate effectively with cross-functional teams, including People & Change, Digital and other Core Services. Strong relationship-building skills, with the ability to engage both internal and external stakeholders.	Experience working with external vendors, managing relationships to ensure successful product delivery and system integration. Proven ability to foster a collaborative culture across departments, promoting digital innovation and continuous improvement.
Analytical	Ability to analyse data from digital tools to provide insights that inform decision-making.	Advanced skills in data analysis and forecasting, using analytics to predict workforce trends and

	Strong problem-solving skills, particularly in digital transformation or systems development.	optimise People & Change digital solutions. Ability to lead data-driven decision-making at the senior leadership level, using analytics to inform long-term strategy.
Planning/ Organising	Ability to prioritise tasks effectively in a fast-paced, dynamic environment. Experience managing multiple projects, ensuring timely delivery and alignment with strategic goals.	Expertise in planning and delivering large-scale digital transformation initiatives across multiple teams and departments. Proven ability to manage complex product roadmaps, aligning product delivery with the organisation's broader strategic objectives.
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	