

Product Owner

Technology Department

Main Purpose

BigHand's Technical Products team sits at the heart of the business, focusing on taking business requirements and turning them into high-quality software products.

The Product Owner is a key role in this, engaging with clients to understand their challenges & working with Agile Scrum teams to deliver the best possible solution.

BigHand Product Owners engage with users and colleagues at all levels of seniority; they make change happen and are ambassadors for the business, internally and externally.

Background Information

BigHand is a market-leading provider of voice, workflow, document composition & process improvement software to legal & professional services firms and healthcare organisations. We have great relationships with our clients & intend to build on these to be the industry's preferred, most supportive and helpful technology partner.

We aim to achieve this by harnessing our genuine enthusiasm and skill for helping busy people be more effective.

Key Responsibilities/Accountabilities

- Engage with stakeholders (internal and external) to establish and validate requirements
- Work with business unit stakeholders to define low level requirements (as User Stories) from product Visions
- Facilitate workshops and deliver presentations to generate feedback
- Be an expert in the domain, understanding client needs & product capabilities
- Map business processes & create workflow models
- Produce lo-fi design documentation (i.e. wireframes) where necessary
- Work on a day-to-day basis with the Development team, providing ongoing support & customer insight to help deliver successful products
- Participate in Agile/Scrum ceremonies such as pre and iteration planning, daily stand-ups, showcases and retrospectives
- Create and prioritise backlogs of stories
- Define minimum viable and marketable products
- Supporting development teams (occasionally overseas) with requirements and feedback
- Support market research on new features & products
- Support sales and marketing events with demonstrations of new products and features

Skills/Experience Required

- Excellent communication & influencing skills
- Superb diplomacy & negotiation skills
- Strong analytical abilities
- Attention to detail
- Excellent planning & organisation skills
- Ability to facilitate user workshops, brainstorming exercises
- Ability to manage multiple projects simultaneously
- Degree-level or equivalent education
- Proficiency with the Office suite
- Experience with SCRUM and Agile

- Experience in a B2B environment

Desirable Skills but not essential

- Experience with Enterprise software
- Experience with Legal or Healthcare markets
- Experience with TFS, Balsamiq
- Experience with Web, Mobile and/or Desktop development
- Experience working with remote development teams

Reporting to:

- Head of Product Delivery

Occupational & Health and Safety

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.