JOB PACK

Senior Product Owner



Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 60 members of the IT department.

Working to the IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, while always improving security. The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business.

Bring your expertise and enthusiasm and join us in making a difference with IT.

Role Summary

We are looking for an experienced professional to join our Business Solutions team as a Senior Product Owner, taking ownership of a number of critical IT products and business systems.

Working closely with stakeholders, third-party suppliers and in-house technical teams, you will shape priorities, lead product improvements and ensure our systems continue to meet evolving business and user needs.

You will play a key role in maximising the value of Jigsaw's technology investment, improving user experience and supporting continuous improvement across the organisation.

Responsible To: IT Service Manager

Responsible For: Product Owner(s)

MAIN TASKS OR ACTIVITIES

1. Act as Senior Product Owner for selected critical IT systems, taking responsibility for their ongoing development, effectiveness and alignment with business needs.

2. Build strong relationships with stakeholders and technical leads, developing a good understanding of business needs and identifying opportunities to improve existing systems and introduce new solutions where appropriate.

3. Maintain appropriate product documentation and knowledge resources, including the IT Product Hub and product reference information, and support effective communication, guidance and training for users.

4. Provide flexible line management for at least one Product Owner, including coaching, support and development.

5. Own and prioritise the product backlog, working with stakeholders to understand, define and prioritise requirements for system improvements and enhancements.

6. Develop effective relationships with key suppliers, representing Jigsaw's interests, monitoring service and product performance, managing product-related issues and ensuring systems remain appropriately supported and upgraded.

7. Lead the delivery of product improvements from requirement through to implementation, ensuring requirements are clearly defined and understood by internal developers and third-party suppliers and managed. Coordinate testing, business acceptance, go-live activities and retrospectives to support successful delivery and continuous improvement.

8. Ensure products are managed with appropriate consideration of cyber security, data quality, data protection, confidentiality and other relevant organisational requirements.

9. Follow all Group policies and procedures relevant to the role and complete mandatory training as required.

10. Work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.

11. Carry out any other duties that may reasonably be requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:	
	Essential • Demonstrable experience of owning and managing significant IT products or business systems, including development, improvement and prioritisation. • Proven experience of leading significant system change through the full delivery lifecycle, from requirements through to implementation and review. • Strong stakeholder management and influencing skills, including the ability to build credibility, challenge constructively and communicate effectively at all levels. • Experience of working with technical teams and technology suppliers, translating business needs into effective, deliverable solutions. • Strong analytical and problem-solving skills with a continuous improvement mindset, including identifying and evaluating opportunities for improvement. • Experience of line management, coaching and developing others to improve their skills, knowledge and performance. • Good understanding of cyber security, data protection, information governance, data quality and confidentiality within an IT environment. **Desirable** • Experience of working as a Product Owner, Senior Product Owner or equivalent role within a complex organisation, including responsibility for business-critical enterprise and/or SaaS products. • Experience of working within housing, public services or another regulated environment. • Relevant professional qualification or training in product ownership, Agile, business analysis, change or project management, for example Scrum Product Owner, AgilePM, BCS Business Analysis or equivalent.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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