Job description
Product Owner

Company context

INTO's mission: Transforming international student academic and career success through exceptional university partnerships.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website http://www.intoglobal.com/ has details of how we are organised and our outstanding achievements so far.

Role Context

This role will be leading Agile Scrum teams focused on building digital products that are used by agents or students. This role forms part of a team that is growing rapidly to lead the development and ongoing management of INTO's digital product portfolio. The postholder will be Agile Scrum trained, technically and commercially astute, and will be hands-on in managing digital products following the Agile methodology of product development.

Reporting line
The role reports to the Senior Product Manager or VP of Product Management

Job purpose
The Product Owner will play a key role in launching and managing digital products for INTO; be the voice of the customer (user) and the key liaison between a wide variety of stakeholders across the organisation. This role will work closely with colleagues in the Engineering team, Product Design team, Data & Insights team, as well as colleagues from the 3 Business Units – Recruitment, UK, and US Education. Their main objective is to prioritise product and feature developments that deliver business value, keeping the student and agent experience in mind.

Key accountabilities and duties

- Lead a cross-functional Agile Scrum team to deliver the strategy and roadmap of INTO's digital products.
- Collect and document product requirements and break them down into epics and user stories, ensuring that stories are translated into technical requirements.
- Be the voice of the customer/user and ensure that customers' feedback and requirements are driving new feature developments and innovation.
- Follow Agile processes and lead all ceremonies including daily stand ups, sprint planning, sprint reviews, and retrospectives.
- Own the product backlog, roadmap, and feature prioritisation using frameworks like RICE.
- Be data-driven and KPI-obsessed, keeping an eye on product analytics using tools like Heap.
- Maintain thorough product documentation using roadmapping tools, JIRA, Confluence, SharePoint etc.
- Ensure that major features are launched after final signoffs from senior stakeholders.
- Attend Quarterly PI (Program Increment) Planning sessions with the Scrum teams and key business stakeholders. Collaborate with Technical Leads, Architects, and Product Designers.
- Lead product demos and "show & tell" sessions regularly with senior stakeholders and wider organisation, collect feedback and continuously improve product quality.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The location of this role is flexible with the requirement to work in the Bangalore office twice a week and, where necessary attend meetings in other INTO offices. Travel within India and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or Partner location at any time.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- Appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Person Specification

	Essential	Desirable
Legal Status	• Eligibility to work in India.	
Education/ Qualifications	• Bachelor's Degree or equivalent professional experience	
Experience/skills	• Good experience as a Product Owner for digital products. • Technically strong and commercially astute. • Expert in Agile Scrum team management; comfortable working with developers, designers, testers etc. • Strong focus on user experience and user feedback. • Proven experience working with wide variety of stakeholders within and outside an organisation. • Excellent written & verbal communication skills, and stakeholder management. • High level of attention to detail. • Strategic thinker and hands-on operator.	• Experience of working in the education industry. • Experience working in a global organisation with stakeholders in different countries.