ROLE PROFILE

ROLE TITLE	IT Product Lead
DEPARTMENT	IT
DIRECTORATE	Corporate Services
RESPONSIBLE TO	IT Product Manager (Operations Domain)
RESPONSIBLE FOR	Lead IT Product Specialists IT Product Specialists IT Product Analysts Data Developers

ROLE PURPOSE	*One or two sentences giving a simple statement of why the role exists*

The IT Product Lead is accountable for supporting the development and implementation of Orbit's future IT strategy as well as maintaining the existing business systems and infrastructure.

They will work hand in hand with IT colleagues, be the "face of IT" to our internal business customers, work with key stakeholders, identifying efficiencies and improvements in line with business requirements in order to drive maximum benefit across the business.

Responsible for maintaining, reporting, developing and owning issues with regard to service levels to the business.

To meet and work with customers and users to identify opportunities to improve the service offering alongside business needs. To be the champion of IT support efforts and system functionality to the business.

To manage the specialist IT Product team for this domain, identifying and implementing best ways of working within the team and across the department; maximising efficiencies; planning future resource requirements; addressing known problems with work-arounds and working with system owners to implement resolutions.

ACCOUNTABILITIES / RESPONSBILITIES	*Statement of the main areas of accountability and responsibility*

- Manage a diverse team to support and administer IT managed systems for internal and external customers, ensuring necessary skills are maintained, developing best ways of working in the team and across the department, maximising efficiencies and managing/projecting resource requirements to

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meet business demand, and in line with agreed KPIs

- To undertake and oversee technical support/maintenance/routine business process activities on IT managed systems

- Understand business activities and its ambitions, strategically, commercially and culturally, to ensure the effective and timely provision of technology to support Orbit's agreed strategy

- Understand customer needs and validate solutions, serve as key product expert

- Proactive engagement with the business stakeholders and system owners to identify a continuous improvement programme for the managed systems, improving performance, efficiency, functionality and business utility

- Manage stakeholders' expectations in relation to deliverables and identify risks on innovation

- Responsible for application security, licensing, upgrades, feature rollout, backups and disaster recover needs.

- Responsible for ensuring systems produce all necessary management information reports, ad hoc reporting, and to be responsible for the systems interfaces with legacy systems

- Lead product design, development and release process for assigned products and maintain the product development road map

- Drive product development with internal teams and external vendors

- Day to day management of 3rd party contracts and suppliers, particularly with regard to performance against SLA and quality of support.

- Establish and improve service delivery levels for both current and future products & platforms, and formulate a shared service approach for all business units

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	*The tools needed to do the role*
Essential	- Experience of supporting/leading D365 (CE/CRM) environment or Housing Systems. - Experience of IT application support best working practices - Experience of working in an ITIL environment - Experience in the use of agile development methodologies

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	• Demonstrates a comprehensive understanding of business requirements for system functionality • Proven experience of analysing and documenting complex business processes and requirements • Ability to analyse data processes and integration requirements across all core systems • Experience in prioritising multiple tasks effectively and successfully engage in multiple initiatives simultaneously • Proven experience interacting directly with end users for both projects and day to day work • Strong collaborative skills • Work on own initiative • Experience in managing a team • Sales, Marketing, CRM management awareness/background • Excellent written and verbal communication skills • Proven delivery capability of complex transformation change projects
Desirable	• Project management (e.g. PMI/Prince2) • Experience working within Social Housing sector • Product management experience

Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

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