

Internal only	No
Vacancy ID	Orbit-0632
Job Title	IT Product Lead
Location	Coventry/Agile
Salary MIN	£45,650
Salary MAX	£49,100
Contract Type	Permanent

Orbit is a fantastic business and one that's really going places.

Orbit was formed in 1967 with the aim of providing good-quality housing for people who would otherwise not be able to afford to buy their own home.

Over 50 years later, we're one of the leading housing providers in the UK. Our services have diversified, our housing portfolio has expanded, and our reputation as an innovator within our sector has grown. But one thing that has never changed. Our belief in people and what they can achieve.

Your role at Orbit.

We are looking for an experienced IT leader to join our busy IT Department as we drive forward our transformation journey. The IT Product Lead is responsible for supporting the development and implementation of Orbit's future IT strategy as well as maintaining the existing business systems and infrastructure.

You will be responsible for:

- Managing 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 meet business demand, and in line with agreed KPIs
- Undertaking and oversee technical support/maintenance/routine business process activities on IT managed systems
- Understanding business activities and its ambitions, strategically, commercially and culturally, to ensure the effective and timely provision of technology to support Orbit's agreed strategy
- Understanding 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
- Managing stakeholders' expectations in relation to deliverables and identify risks on innovation
- Application security, licensing, upgrades, feature rollout, backups and disaster recover needs.
- 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

What will help you make a difference.

As our ideal IT Product Lead, you will be an experienced line manager with experience of supporting and leading on D365 CE/CRM environments or housing management systems (ActiveH preferred).

In addition, you will also have:

- Experience of IT application best working practices, working in an ITIL environment, and use of agile development methodologies
- Experience of delivering complex transformation change projects
- 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

It is also desirable but not essential to have the following:

- Project management (e.g. PMI/Prince2)
- Experience working within Social Housing sector
- Product management experience

We know that an inclusive environment makes us more accessible and ensures we attract, engage, promote and retain great people. We welcome applications from all

individuals regardless of age, gender/gender identity, sexual orientation, ethnicity/nationality, disability, or military service.

Why Orbit?

Rewarding your contribution.

For those who want or need more of a work life balance our view is that this role is suitable for WorkSmart. This means we would consider a more flexible working arrangement, where your hours and work location are managed according to business, customer and personal needs. Agile working arrangements will be discussed during the interview process.

Some of our core benefits include:

- Group bonus potential up to 15% of salary
- 27 days annual leave plus bank holidays and the “Orbit day”
- Private medical insurance
- Excellent contributory pension scheme
- Life assurance
- A great pick and mix of flexible benefits including the option to buy and sell holiday and much more

Our culture and purpose.

We know that great people are central to achieving our ambitions and as such we want everyone to have a voice and make a positive difference. We are proud to be a Sunday Times 100 Best Companies to work for, this demonstrates we place people at the heart of everything we do. We continue to create a culture that celebrates diversity and an environment where everyone feels able to contribute towards achieving together.

We support our colleagues to be at their best through our wellbeing programme #ThisIsMe, our corporate learning programme, opportunities for professional development, our innovative approaches to making the world and our homes a greener place and our leading reward and recognition package. Because of this our people tell us Orbit is a great place to work for.

At Orbit, our people are enthusiastic and passionate about making a real difference to our customers and communities. We are one team where everyone is connected and encouraged to have the freedom to think differently.

Each year we build many new affordable homes and manage a total portfolio of around 45,000 properties. Over 100,000 people live in an Orbit home and our innovative approach empowers every one of them to grow and thrive. We are commercially driven. The more profit we make, the more we invest into the communities that we work for, improving services and playing a key role in driving UK housing growth.

Work for Orbit. Believe in people.

We have so much more that we'd like to share with you so please submit your CV demonstrating the value you could bring to Orbit.

<https://jobs.talent.dynamics.com/jobs/orbitgrouppltd/7/256/apply>

We put the safeguarding of our customers, colleagues and contractors at the heart of everything we do and as such, certain roles will be subject to a DBS check.

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	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>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.</p> <p>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.</p> <p>Responsible for maintaining, reporting, developing and owning issues with regard to service levels to the business.</p> <p>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.</p> <p>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;</p>	

planning future resource requirements; addressing known problems with work-arounds and working with system owners to implement resolutions.

ACCOUNTABILITIES / RESPONSIBILITIES

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 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	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • 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 • 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	<ul style="list-style-type: none"> • 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.

