

Title:	In-Form Product Owner
Contract type:	Permanent
Location:	Flexible, Home or based in our London Office (min 2 days a week attendance)
Hours:	Full time 35 hours per week but requests for flexible or part-time working will be considered
Starting Salary:	Home based: £52,629.00 Office based: £56,957.00 (including London Weighting)
Closing Date:	9 th December 2024
Interview Date:	w/c 9 th December 2024

1. Introduction

Thank you for your interest in this post. This pack will give you some more information about the role and how you can apply. Please feel free to contact us if anything is not clear or you have further questions.

The Product Owner for In-Form will play an important role in shaping the future of the In-Form product, the leading case management system for the homelessness sector. As this is a new role, we are looking for someone experienced and passionate who can truly make it their own. The Product Owner will drive the development and enhancement of In-Form, ensuring it meets the needs of the people and organisations who rely on it.

They will work closely with stakeholders to turn user feedback into prioritised features and updates, manage the product backlog, and define clear requirements and acceptance criteria. Partnering with the development team, they will help the organisation continue to lead the way in providing practical, effective tools for the sector. This is a unique opportunity to shape a new role and make a meaningful impact by keeping In-Form at the heart of the vital work its users do.

We are actively seeking to increase diversity within our organisation and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.

I look forward to receiving your application.

Olivia Cannon
Head of Product

1. Job Profile

Role Description

The Product Owner for In-Form will play an important role in shaping the future of the In-Form product. They will drive the development and enhancement of In-Form, ensuring it meets the needs of the people and organisations who rely on it.

The Product Owner will work closely with stakeholders to turn user feedback into prioritised features and updates, manage the product backlog, and define clear requirements and acceptance criteria. Partnering with the development team, they will help the organisation continue to lead the way in providing practical, effective tools for the sector.

Accountability

The Product Owner reports to the Head of Product. Currently this role does not have any line management or budget responsibility.

Hours

Up to full time, 35 hours a week. This post is open to flexible working or reduced hours.

Location

The post can be either home based, or office based. Office based staff are required to work a minimum of 2 days per week in the office. Home based may require attendance at the London on a monthly basis. The post holder should also be willing to travel within the UK.

Main Responsibilities

Product

- Support the Head of Product in refining the product roadmap and priorities for In-Form, ensuring alignment with organisational goals and customer needs.
- Collaborate with stakeholders across multiple channels, including facilitating requirements-gathering sessions to understand user needs and priorities.
- Write clear user stories and acceptance criteria to guide the development team in delivering high-quality features.
- Manage and prioritise the product backlog, ensuring that all requirements are well-defined and documented.
- Build strong relationships with the customer base, acting as a key point of contact to understand their needs and gather feedback.
- Actively participate in the User Group and contribute to Customer Advisory Board meetings to gather insights and align on future developments.

- Coordinate user acceptance testing (UAT) and beta testing by recruiting key customers to validate features before release.
- Provide stakeholders with regular updates on product development progress, feedback insights, and any relevant changes to project timelines.
- Ensure all product developments comply with accessibility requirements and meet the organisation's Equality, Diversity, and Inclusion (EDI) standards, enabling equitable access for all users. Additionally, ensure that service users' data can be recorded in In-Form in a way that authentically represents them and respects their preferences.

General

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive.
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures.

This is a description of the job as it is presently constituted. It is the practice of Homeless Link to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person Specification

Experience and track record

Essential

- Proven experience as a Product Owner or in a similar role, with a strong track record of maximising the value delivered by development teams.
- Excellent understanding of business priorities and the ability to balance these with customer needs.
- Strong skills in stakeholder management, with experience engaging and influencing diverse groups, including customers, end users, and internal teams.
- Ability to effectively communicate complex technical concepts to both technically skilled colleagues and non-technical stakeholders.
- Demonstrated experience in prioritising tasks and breaking down work into manageable chunks to meet project goals.
- Familiarity with Agile methodologies and tools, with a strong focus on iterative development and continuous improvement.
- Experience in writing clear and actionable acceptance criteria and user stories.
- Knowledge of accessibility standards and a commitment to embedding Equality, Diversity, and Inclusion (EDI) principles into product development.
- Experience with the Salesforce platform as an end user.

Desirable

- Qualification or certification in Agile methodologies (e.g., Certified Scrum Product Owner).
- Experience with in managing or supporting applications on the Salesforce platform.
- Knowledge of homelessness services or case management systems and understanding of the unique needs of service users.
- Experience leading user acceptance testing (UAT) and beta testing with customer involvement.
- Understanding of data protection and privacy standards in a case management or customer data context.

General requirements for roles at Homeless Link

Essential

- Willingness and ability to travel within England
- Willingness and ability to operate in accordance with the values and policies of Homeless Link
- Willingness and ability to work flexibly in response to changing organisational requirements
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience

Key Competencies

Summary of Core Competencies

<p>Personal Contribution</p> <p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p> <p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Working with Others</p> <p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p> <p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Organisational Contribution</p> <p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p> <p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>
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Role or Grade specific competencies

<p>Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.</p>	<p>.</p>	
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Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and covers the qualifications, specialist knowledge, experience, and track record that we are looking for.
- **Key competencies:** these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

Employee Benefits

Starting Salary for In-Form Product Owner

Office based: £56,957.00 per annum (Grade 6) including London Weighting and a market supplement.

Home based: £52,629 per annum (Grade 6) including a market supplement

It is our policy to appoint at the first point of the salary scale.

2. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you will meet the requirements in the person specification, along with the online [equal opportunities monitoring form](#) and email to: recruitment@homelesslink.org.uk.

The closing date will be 9th December 2024 at 5.00 pm, although we will be reviewing applications as they are sent in and so reserve the right to close earlier if a suitable candidate is found. Applications received after the published closing date will not be considered.

We plan to hold interviews between 10th December 2024 and 13th December 2024

For any queries about the post, please email recruitment@homelesslink.org.uk

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness.

[For more information about working at Homeless Link follow this link to our website](#)