

Location:	Hybrid / Birmingham
Type:	Permanent
Department:	Information Technology & Digital Services
Reporting to:	Head of IT & Digital Programmes
Line management:	TBC
Salary (grade GR6):	Up to £57,056

About Birmingham City Council

Birmingham City Council is Europe's largest local government. Our 12,000 staff look after over 1.1m citizens and 40,000 businesses - striving to offer the best services we can to improve people's lives. With the Commonwealth Games 2022 ahead of us and a new Digital Strategy setting out our bold ambitions for the next 3 years and beyond, Birmingham City Council is transforming and committed to be a place that uses the best of data, digital and technology so that we can respond even better to the changing needs and expectations of our citizens and businesses.

About IT and Digital Services

We are a multidisciplinary team of around 340 people at the heart of transforming public services for the UK's second largest city. We create, develop, deliver and operate an exceptionally diverse range of services that have a direct impact on our residents' lives everyday.

Our work is central to transforming the way the organisation delivers services with an increased focus on digital and agile delivery. We aspire to lead the way in becoming a truly digital organisation, working across multidisciplinary teams to design services that meet the needs of our users, using innovative delivery methods and delivering quality solutions at pace in iterative cycles enabling a positive difference to our staff and all those that access city council services. **Read our blog** <https://birmingham.localgov.blog/>

Your role

You will be responsible for the quality of your products, using your knowledge of user needs and business goals to frame problems and set priorities for delivery teams.

As a **Lead Product Manager** you will:

- form the vision for your product and engage your teams and stakeholders in the development of that vision over time
- keep people informed about the development of your products and promote their uptake
- represent users throughout the delivery process and use their feedback to inform continuous improvement

What essential skills and experience are we looking for?

<i>Agile working</i>	Experience in coaching and leading teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project. Able to think of new and innovative ways of working to achieve the right
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	outcomes. Able to act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team.
<i>Lifecycle perspective</i>	Able to apply experience of multiple parts of the lifecycle. Able to recognise when it is right to move forward and when it is right to stop. Able to recognise the appropriate deliverables and the right people to meet these. Able to work with other agile delivery operations throughout the product lifecycle. Able to plan and engage with the appropriate stakeholders at a particular stage in the project.
<i>Operational management</i>	Keeps abreast of industry best practice and cascades ways of working. Knows how to make operations efficient. Is the escalation point for major operational issues and champions operational management across the community. Works closely with leaders of operational delivery teams in Digital, Data and Technology.
<i>Problem ownership</i>	Able to anticipate problems and knows how to defend against them at the right time. Understands how the problem fits into the larger picture. Able to articulate the problem and helps others to articulate the problem. Builds problem-solving capabilities in others.
<i>Product ownership</i>	Capable of starting to define and create approaches. Able to coach others. Able to implement new ways of working. Is aware of what other sectors are doing. Understands what is most important and applicable.
<i>Strategic ownership</i>	Able to develop a long-term vision and objectives. Discerning and disciplined in focusing on what is important and most relevant. Able to develop the capability of others.
<i>User focus</i>	Gives direction on which tools or methods to use. Is experienced in meeting the needs of users across a variety of channels. Able to bring insight and expertise in how user needs have changed over time to ensure these are met by the business. Applies strategic thinking in how to provide the best service for the end user.

What we offer

You'll have the opportunity to:

- Build up your career, gain new skills and experience across a breadth of 250 services
- Help build up communities of practice in your area of expertise
- Shape and re-imagine the way services are delivered as we build the digital council of the future

We'll support you with:

- An environment that values curiosity, collaboration and working in the open
- An engaged and supportive leadership with a clear vision
- Tailored training opportunities to help you progress
- An inclusive place committed to reflecting the public we serve

You'll get a range of benefits designed to promote a great work/life balance:

- Generous pension scheme with an average employer contribution of 24.4%
- 29 days paid annual leave and an additional 8 bank holidays.
- Hybrid working and flexible working patterns
- Family-friendly policies including job share and part time
- Subsidised travel passes
- Staff discount schemes with many local businesses

- Tusker car scheme
- Employee health and wellbeing support
- Occupational Health support including a confidential counselling service

Birmingham City Council is an accredited **Investor in People**.

If you're interested in the job send us your CV and supporting statement using the [form on our blog](#).

Visit our blog <https://birmingham.localgov.blog/>

Follow us on twitter [@digibrum](#)

Linkedin: <https://www.linkedin.com/showcase/digital-and-customer-services>

If you have any questions, please contact digital@birmingham.gov.uk clearly quoting the job title in the subject field.