

Role Specification: Web Product Owner

About The Company

The Original Cottage Company Limited (TOCC) is one of the major players in the UK self-catering industry. Our success is founded on the quality, service and expertise offered by the growing number of locally based holiday cottage agencies across England and Wales which make up the TOCC family

You'll find more information by visiting www.originalcottages.co.uk

About The Job

Reporting to: Head of Change

Key relationships: Head of Digital, Head of Change, Operations Support Manager, PMS National Manager, Development Team, CTIO

Location: Remote

Working with a team of Developers, collaborating with key stakeholders and interrogating data, you will be the voice of the customer to deliver valuable features and functionality across the website. You will be responsible for each innovation and end-to-end delivery as well as on-going measuring of success.

General duties:

- Developing expert knowledge of our customer behaviour and digital products and working with stakeholders to define the vision and development roadmap
- Liaison with all key stakeholders and teams (e.g. business users, Dev Team, Operations Support) to understand and anticipate user needs and identify opportunities based on those needs
- Defining work requirements, grooming the backlog to reflect business goals and priorities, reporting on progress against roadmap and backlog
- Champion the product across the business, drive successful adoption, and work continuously with colleagues across the organisation to identify and share best practices
- Openly engage on service delivery issues, identify capability gaps, and work with stakeholders to overcome challenges and make recommendations to maximise the value that can be realised from the product
- Producing and maintaining appropriate documentation on procedures
- Monitoring metrics to understand business performance/customer success and working with stakeholders to achieve incremental value through a process of continuous improvement
- Regularly appraise the effectiveness of the product, periodically review competitors in the marketplace, and make recommendations to the business on future direction
- Work with internal stakeholders and external providers to ensure that any solutions employed are compliant with applicable data and consumer protection legislations (e.g. GDPR, PCI, etc)
- Sign off all developments by user testing before release
- Maintaining productive and collaborative working relationships with colleagues across TOCC
- Assuming responsibility for continuous personal and professional development
- Occasional travel to other TOCC offices within the UK

Key performance indicators

- Quality and value of change initiatives undertaken

- Internal and external stakeholder advocacy and satisfaction
- Demonstration of company values through performance of duties

About The Jobholder

A capable stakeholder manager who possesses the innate influencing and presentation skills required to deliver results through others. The jobholder will have experience of making data led decisions to objectify arguments and will be of robust enough character to make the right decisions even if they may not be universally popular

- Experience working closely with software delivery teams delivering change on consumer websites
- Experience scoping and specifying requirements for software development
- Excellent written and verbal communication skills
- Someone who thrives on change, with a can-do attitude and a good sense of humour
- Strong stakeholder management and influencing skills
- Remain calm under pressure and effectively manage multiple priorities
- A keen technology enthusiast who understands how best to use it to augment human capability
- Understanding and experience of business analysis and/or product ownership is desirable

Benefits

The Original Cottage Company is a family owned business with a positive culture and strong values. We want our customers to be delighted with our service and expect our colleagues to be happy, motivated and challenged as part of a forward thinking organisation that wants you to succeed. In addition to the career opportunities that are available across our UK business we also offer...

- Competitive salary commensurate with experience
- 23 days holiday (+ public holidays)
- Pension scheme
- Company bonus scheme
- Staff discount on thousands of holiday cottages in the UK
- Opportunities for personal development
- 12 week notice period