



Product Owner



IT

Remote based



A little bit about The *Original Cottage Company*...

Set up by *Richard & Lesley Ellis*, Norfolk Country Cottages commenced trading in January 1992 from the *family kitchen table*. Since then, with *enthusiastic organic growth* and *judicious acquisitions*, we have grown to be the largest *family-owned, independent* holiday cottage company in the country, known collectively as *The Original Cottage Company* (TOCC).

Having our local teams means we can give that local, personal touch to our homeowners and holidaymakers alike. Being part of a bigger family means we can also offer more professional marketing, IT and accounts services than would not be possible with a smaller company. We believe this gives the best of both worlds and is unique in our industry.

Our big competitors think we are crazy for having so many offices and staff, and our small competitors dream of having the expertise that we can offer. This is the reason we have grown every year since 1992.

We foster universally high standards and take a strongly ethical approach when dealing with our employees. We believe in playing to people's strengths and are proud of our reputation for flexibility and fairness as an employer, providing a professional, innovative and fun place to work. This is reflected in the fact that many of our employees are long-serving and thus very experienced.

As an award-winning employer, we take delight in seeing our employees develop and grow within the business. We are proud to be a true family business with a strong set of values which guide and inform the way we work. We are;

- *Family* owned
- *Local*
- *Friendly*
- *Reliable*
- *Honest*
- *Customer* focused
- *Innovative*
- *Flexible*
- *Progressive*
- *Fun*

Job Description - What's the job *all about* then?

Overview

Reporting into the Head of Change, you will join a close-knit and growing, remote development team made up of Developers, Product Owners, Business Analysts and Test Engineers. You will have the opportunity to work on a wide range of products and projects including our e-commerce platform, in-house core booking system, field maintenance system, customer portals and future digital channel developments.

Responsibilities & Tasks

As Product Owner you will be responsible for setting the direction for the products within your remit, working closely with stakeholders to create and manage a roadmap and backlog of developments that meet your users (owners, guests, colleagues) and Original Cottages needs.

Who you will work with: Stakeholders, Developers, Operations Support, Property Management Team, Lead Developers, Head of Change, Business Analysts, Test Engineers



“It is refreshing and rewarding to be employed by a business which encourages the importance and value of ‘local’, bringing great support to the local businesses and the community”

Carol, Best of Brighton

Person Specification - Our perfect candidate...

Ideally you will be:

- People oriented and results driven
- An excellent communicator
- An excellent listener, negotiator, presenter and leader
- Analytical
- Experienced in Product Management

Essential Skills

Skills/Qualifications & Experience

- Developing expert knowledge of our customer/user/business behaviour and digital products
 - Ability to collaborate with technical teams, influence stakeholders to develop and agree a product vision and roadmap, that will deliver strategic outcomes
 - Experience in translating product roadmaps into backlogs that prioritise delivery of the highest value features first
 - Excellent communication and relationship management skills
 - Defining work requirements, grooming the backlog to reflect business goals and priorities and reporting progress against the roadmap and backlog
 - Champion the product/s across the business, drive successful adoption and work continuously with colleagues across the business 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/s
 - Monitor metrics to understand business performance/customer success and working with stakeholders to achieve incremental value through a process of continuous improvement
 - Implement and monitor product metrics to help identify and measure product improvements and inform backlog prioritisation
 - Regularly appraise the effectiveness of the product/s, 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 laws i.e. GDPR, PCI
 - Sign off all developments before they are released
 - Maintain productive and collaborative relationships with colleagues across TOCC
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Desirable Skills

Skills

- Product Owner professional qualification / certification
- Experience working as a Product Owner
- Experience working closely with software development teams delivering change
- Experience scoping and specifying requirements for software development
- Business analysis skills and experience
- Experience with JIRA/Confluence

The *Nitty Gritty*

We offer attractive working conditions and a very strong team working ethos in which people are encouraged to feel part of “the family”.

- The hours of work will be 37.5 hours a week Monday to Friday.
 - A competitive rate of pay is offered, depending on experience.
 - 22 days holiday a year (plus bank holidays) and nobody works on their birthday! The longer you work with us then the better holiday and conditions you receive – we value longevity and loyalty.
 - We operate a company contributory pension scheme.
 - In a steadily growing company such as this, the career opportunities are there for further advancement into any part of the business – promoting from within being a major part of our business philosophy and values.
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Interested? This is how to apply...

Please send a CV and covering letter (this is important to us) with a little bit about you and why the job appeals to you. This should be addressed to Laura-Jane Timewell and sent to us using the contact details below. We look forward to hearing from you soon.

Email Address

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Telephone Number

0333 2020 899

Office Address

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Website

originalcottages.co.uk/working-with-us