

## Position Description

<b>Position Title</b>	Product Manager
<b>Team</b>	Corporate Services
<b>Reports to</b>	CFO
<b>Position Type</b>	Full Time 1.0 (Permanent)
<b>Direct Reports</b>	0

## Bendigo Telco

Bendigo Telco was founded in the year 1999 by a group of Central Victorian businesses who recognised the need to challenge the existing regional telecommunications and technology landscape, which had been traditionally dominated by the large telecommunications companies. As such, Bendigo Telco was created to retain capital flows with regional communities, collaborate with businesses to create local technology capability and provide a customer service experience that is not obtainable from other service providers. These motives are as relevant today as they were when Bendigo Telco was established.

## Our Purpose

Customer and Community success – our commitment

## Our Vision

To be your preferred technology partner

## The Position

Bendigo Telco is focused on delivering relevant, innovative and high value products to its customers. As such, the role of Product Manager is critical to the company's purpose.

The Product Manager has overall accountability for the development of Bendigo Telco's products and services offerings, is responsible for the research and oversight of Bendigo Telco's product road map, defining the products structure and feature sets that will support a forward forecast of sales revenue.

The Product Manager role includes working with numerous business stakeholders, including Sales, Service Line Owners and technical leads, CFO, as well as customers, vendors and partners to bring new product value to market.

The direction for Bendigo Telco's offerings is to innovate around business and residential telecommunications offerings, IT Services for our SME business segment, and strategic IT advisory / digital solutions aligned to industry specific use cases. The immediate priority being telecommunications offerings that integrate with SME requirements.

## Duties and responsibilities:

Key Responsibilities	Performance Outcomes	Competencies
<p><b>Product Development</b></p>	<ul style="list-style-type: none"> <li>• Drive the execution of all product lifecycle processes for products including product research, market research, competitive analysis, planning, positioning, requirements development and product launch</li> <li>• Development and maintenance of a Product Strategic Roadmap</li> <li>• Accountable for the BT product development lifecycle and service catalogue</li> <li>• Prepare product strategy documents that describe business cases, high-level use cases, technical requirements, revenue and return on investment</li> <li>• Analyse market data to develop sales strategies and define product objectives for effective marketing communication plans</li> <li>• Work collaboratively with key stakeholders on the development and appraisal of new and innovative product ideas and create strategies for appropriate go-to-market plans</li> <li>• Work collaboratively with key stakeholders on the development, QA, and release of products to ensure success across the business</li> <li>• Develop product positioning and messaging that differentiates BT and its features across chosen market segments</li> </ul>	<ol style="list-style-type: none"> <li>1. Develop and implement strategic plan for product development that aligns to organisational strategic direction. <ul style="list-style-type: none"> <li>• Create and roll-out road map for BT products</li> <li>• Collaborate with relevant stakeholders to understand needs and any gaps</li> <li>• Create and maintain all required</li> </ul> </li> <li>2. Develop and Implement new products into the business that meet the needs of key stakeholders.</li> </ol>
<p><b>Strategy</b></p>	<ul style="list-style-type: none"> <li>• Quality of research and advice related to Service team strategies.</li> <li>• Develop a visionary strategy which is aligned to our business strategic framework that positions the service for the future whilst maintaining systems vitality, simplification and managing total cost of ownership</li> <li>• Research and abreast of market and industry trends and integrate into strategy where relevant</li> <li>• Articulate options as to how to implement strategies</li> </ul>	<ol style="list-style-type: none"> <li>3. Development and maintenance of Product strategic and tactical documents which are aligned to the company goals</li> </ol>

<b>Key Responsibilities</b>	<b>Performance Outcomes</b>	<b>Competencies</b>
	<ul style="list-style-type: none"> <li>Embrace and lead new capabilities to support innovation (not just technology)</li> </ul>	
<b>Leading and Developing others</b>	<ul style="list-style-type: none"> <li>Demonstrate and instil our Service Charter within our business</li> <li>Provide coaching and mentoring across the organisation to ensure to ensure our team are kept abreast of new and emerging technology capabilities in the market.</li> <li>Promoting a learning culture and celebrate successes</li> <li>Promote a 'one team' culture to deliver on greater group outcomes</li> <li>Lead with a positive mindset which is adaptable to change</li> </ul>	<p>4. Promote a culture of teamwork and innovation throughout the organisation and develop key stakeholders on BT product offerings.</p>
<b>Risk and Compliance Management</b>	<ul style="list-style-type: none"> <li>Maintain and report on the risk posture of our service catalogue and report any weaknesses in controls.</li> <li>Lead and coach staff on the value of managing a risk posture with appropriate controls</li> <li>Create a culture of raising risks to ensure they are dealt with accordingly (Manage, Mitigate, Eliminate or Accept)</li> </ul>	<p>5. Report and make recommendations to the senior management team around any potential risk that needs to be considered and mitigated.</p>

## Key selection criteria

- A minimum of 2 years' experience in a product role is highly desirable
- Demonstrated experience in a technical leadership role
- Demonstrated experience in IT, telecommunications and/or managed service industry.
- Experience with cloud native technologies and DEVOPs principles
- Effective presentation skills and ability to acquire market information and answer to questions from team of managers, members, clients and public.
- Ability to prioritise workload effectively is essential.
- Demonstrated written and oral communication, and interpersonal skills, including the ability to communicate effectively with technical and non-technical staff and customers.
- Demonstrated ability to solve problems, analyse data and suggest appropriate solutions.
- Demonstrated leadership skills applied within a corporate environment
- A strong understanding of product development principles and practices.?
- A demonstrated ability to create outstanding customer outcomes
- Ability to build effective working relationships with all levels of staff to support and foster a teamwork environment.
- Demonstrated ability to undertake market research, analyse and report
- Ability to maintain high motivation level and show initiative

## Qualifications

- Technical degree or equivalent is desirable
- Certificates from major technology partners desirable, - Microsoft, AWS, Cisco
- Current Victorian drivers licence highly desirable.
- Experience in presentation and group facilitation.

## Special Requirements

Offers of employment are subject to the candidate undergoing a successful police check

## Authorities

Employee Name \_\_\_\_\_  
Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
Next Level Name \_\_\_\_\_  
Next Level Signature \_\_\_\_\_ Date \_\_\_\_\_