

# Job Description



## Associate Product Owner

### Background

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

Datix aims to build and promote a culture of safety within healthcare organisations, recruiting professionals who are passionate about improving healthcare and championing technological innovation. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in the USA and Canada as well as customers in Europe, Australia and the Middle East. Datix has offices in London, Chicago, Washington DC and Melbourne, with partners in the Middle East, Australia and New Zealand.

We develop, maintain and support our own software and provide training and consultancy services to allow our customers to get the most benefit.

We are committed to the patient safety community and we now support some of the world's largest incident reporting systems. In line with our mission to reduce harm to patients, we are looking to recruit an Associate Product Owner to join our Product Management team.

### The Role

The Associate Product Owner will manage subsets of features or components of a product. They will manage the features and/or components in the prototype state through the product lifecycle once it's live and incrementally being improved. They should be comfortable with basic product management techniques and should be keen to improve and grow in their product management skillset.

The ideal candidate will take initiative, is innovative and will seek out opportunities to improve the product and create effective change in the teams. They will be held responsible for the delivery of their features/components but will also support the Senior Product Owner.

The role will report to the Senior Product Manager.

### Responsibilities & Duties

The Associate Product Owner will be responsible and accountable for the outcomes of their features/components. They will show a passion for our products, communicating purpose and direction

with clarity and enthusiasm. They will know and follow principles of Agile methodologies and gather product requirements. They will also be responsible for maintaining multiple backlogs and being an active and effective member of the delivery teams.

The Associate Product Owner will understand the product vision and work to support the teams in adapting it. They will also be able to state a product vision from the user's point of view and demonstrate using analytics, market research and user test results to help prioritize deliverables.

## Skills, Qualities & Experience

### Essential Skills

- Awareness of different development methodologies and the ways each principle could be applied in practice. Takes an open-minded approach and understands why iteration is important and can do it quickly.
- Understands the different phases of product delivery and is able to contribute to, plan or run each phase
- Understands how the needs of the teams and the products vary across the phases of the product lifecycle
- Understands the operational processes of running and maintaining product or service
- Understands and identifies problems, analysing and helping to identify appropriate solution and implement remedies
- Initiates and monitors actions to investigate patterns and trends to resolve problems and has the ability to implement the appropriate remedy and determine preventative measures
- Awareness of product management tools, terms, and concepts used to deliver a product
- Ability to get buy-in from the teams
- Identifies and engages with users and stakeholders to collate evidence, understand, and define research which fits user needs using quantitative and qualitative data about users to turn user focus into outcomes
- Ability to understand and work within given constraints like technology, policy, regulatory user constraints

### Desirable Skills

- Understands the range of available technology choices to make informed decisions based on user need and value
- Ability to collate information ensuring accuracy of performance data
- Understands the value of policy, legislative, regulatory and operational constraints and finds least troublesome solution for users

### Experience

- Experience working with different development and product management methodologies
- Experience focusing and delivering timely performance with energy and passion

- Demonstrable history of decisiveness

## Package & Benefits

This role comes with an excellent salary and benefits package. Including, 25 days holiday a year, private medical insurance, company pension, death in service cover, subsidised gym membership and discounts on various goods and services through the Datix rewards scheme. If you wish to apply for this role, please forward your CV with a short cover letter to [careers@datix.co.uk](mailto:careers@datix.co.uk).