

JOB DESCRIPTION

Position	Product Owner (ABC)	Division	Rockit Trading Company Ltd
Reports To	Business Systems Project Manager	Date	September 2024

Job Purpose

ABC packer is a critical system to facilitate and record all post-harvest activities from pre-harvest testing to sales invoicing and grower payments. ABC incorporates different business functions including Bin Inventory, Packing, Quality, Sales and Operations Planning. Supply Chain and Sales underpinning many of Rockit's critical processes.

The purpose of this product owner role is to be the Super User and Expert of the ABC system. This requires a clear understanding of the business processes and how the application supports those processes, and the data integration points between business units.

The Product Owner will provide a single point of contact for both the Rockit business units and for the ABC supplier. This role will ensure that the activities and workstreams are prioritised and coordinated according to the overall requirements of the business. This role will support business users with every aspect of system use, including day to day operations, process improvement, data integrity, reporting, extraction & interpretation.

In addition to the responsibilities in relation to the ABC system, this role will also support Rockit to manage the SDLC (Software Development Lifecycle) of our core business systems. It will drive continuous improvement, champion innovative business solutions, and ensure our core business systems deliver to our requirements.

Key Responsibilities

- Primary point of contact and conduit for the various business departments within Rockit and the ABC organisation
- Resolution of day-to-day fixes /changes and management of the annual system review and enhancements. This also includes the design, deployment and adoption of new features.
- Working with business users to understand and document how the software supports their business processes and identify opportunities for improvement and risks.
- Proactively and continuously optimize business process to achieve better outcomes for our stakeholders.

- Extract, interpret, analyse and improve data quality and presentation from the ABC system
- Prepare and refine reports for business users.
- Capture detailed requirements, develop scoping documents and technical instructions for system enhancements
- Ensure the business units, approve and take ownership of, the requested software requirements to meet their business needs, including: functional & non-functional requirements, interface specifications, transition and adoption needs
- Ownership of documentation, testing, training and implementation of system or process enhancements.
- Drive continuous improvement initiatives across the business, ensuring best practices are followed.

While the primary focus of the responsibilities relate to the ABC system, project work outside of ABC and management of other business systems will be required.

General Management

- Contribute to planning and positive leadership as a member of the Innovation team
- Assist in the preparation of capital and operating budgets (Through the ABC enhancement programme).
- Ensure health and safety systems and processes are complied with and promote a positive safety culture
- Stay abreast of latest technologies through attendance at conferences and access to appropriate journal and periodicals

Organisational Obligations

- Work proactively and collaboratively with all areas of the business to achieve desired business outcomes.
- Ensure timely preparation of information, reporting and other written documents/materials as required.
- Ensure and maintain effective ongoing communication with all stakeholders.
- Ensure total confidentiality of employee and company information.
- Maintain a high standard of performance and commitment to internal and external customer service.
- Undertake other duties appropriate to the position as required.

Key Relationships

Reporting functions and team

Innovation and Business Systems team

Key Internal Relationships

RPC, Operations, Finance, Sales & Marketing, CEO, Leadership team

External Relationships

ABC, Suppliers, regulatory bodies, growers, etc.

Team Values

Proactively demonstrate RGL's values in all work and internal and external interactions.

Action Over Words

At Rockit we've never been about the talk; it's always been about the doing. Doing things that nobody thought was possible.

Unstoppable Passion

We use a simple formula; passion in the work, unbridled ingenuity and backing ourselves. We believe the world would be a better place if everyone rocked it with us.

Doing Things Differently

Doing things differently has always been part of our DNA, and it's what saw us take a punt on the world's smallest apple and turn it into a big New Zealand success story.

He Toa Takitini

Ehara taka toa, te toa takitahi, he toa takatini kē

Uniting all cultures, as we strive to make a difference within our communities and in all aspects of our environment, while being true to ourselves.

Person Specification

Product owners must possess both hard and soft skills in a few key areas –from fluency in various software systems to strong communication and teamwork skills:

Essential Skills / aptitude / experience

- The ability to understand the holistic business operation and how the software tools support the operation
- Have a passion and understanding of data and how it flows through the operation
- Be positive, respectful and create a team culture between the business and ABC
- Sound experience as a Business Analyst or Product Owner
- Experience in delivering positive business change and outcomes for stakeholders

- Ability to work across functional disciplines to achieve positive outcomes
- Gathering and documenting quality, detailed, complete and accurate requirements
- End user and systems documentation
- Sound commercial knowledge and an ability to evaluate options from a technical and commercial perspective
- Proactive, analytical and problem-solving skills
- Knowledge and experience of the project/programme management process including task management, schedules, prioritisation, budget and scope control.
- A passion for Change Management and technology adoption across the business
- Ability to communicate complex concepts in a simple, actionable way
- Team player with good people and relationship management skills.

Desirable

- Experienced in process mapping current and future states
- Practical understanding of the SDLC
- Test management including definition of test scenarios and test script creation
- Knowledge of SQL and knowledge of SQL Server architecture
- Relevant experience in horticulture, food processing or manufacturing would be an advantage
- The ability to connect commercial and production data together
- A suitable tertiary qualification is desired
- Flexible in terms of working hours.