



# Position Description

## Digital Product Manager

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Reporting to:	Manager, Research Translation
Direct reports:	Nil
Location:	Autism CRC, University of Queensland, Long Pocket Precinct 80 Meiers Road, Indooroopilly QLD 4068
Hours of work:	Full time (75 hours per fortnight)
Probation period:	Six months
Contract period:	18 months, with possibility of extension.

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### Background

Autism CRC is the world's first national cooperative research centre focused on autism. We are taking a whole-of-life approach to autism focusing on three core programs within our initial 8-years of operation:

- **The Early Years:** Delivering earlier, accurate diagnosis, thus facilitating life-long benefits through access to appropriate early intervention;
- **The School Years:** Delivering better educational outcomes through improved learning and teaching approaches in schools; and
- **The Adult Years:** Delivering improved employment, further education, and health and wellbeing outcomes for adults on the spectrum as they participate in society.

Autism CRC is now moving into the second phase of its operation; building the capacity, strategic partnering and additional funding arrangements for a sustained operation that undertakes major research and translation programs.

Reporting to the Manager, Research Translation, the Digital Product Manager will support the organisation to deliver a number of evidence-based digital products to market. The role will work with the autistic community, researchers, digital agencies, autism service providers, and education partners.

### Job purpose

- This is a key role in the Research Translation team, responsible for the creation of new products and services including a national e-learning portal and online community for educators; and a youth-focused website (MyWay Employability) to support young people on the spectrum to plan and prepare for life beyond high school.
- This involves ownership of product development processes, from development to launch and roll out, including day-to-day management of contracts with digital agencies and IT consultants.
- The Digital Product Manager will be heavily involved in the day-to-day product development and delivery, however, also has an important strategic role and needs to



understand the market, the business and the target user to be empowered to make the right decisions around the roadmap, the backlog and releases, as well as contribute to the product strategy and vision.

## **The person**

### *Skills and qualifications (essential)*

- Tertiary qualifications, preferably with a technology degree (or equivalent);
- Minimum of 5 years of IT experience with a minimum 2 years in Product Ownership/Management;
- Experience forming a Product Strategy/Vision, the ability to translate it into a roadmap and user stories;
- Proven experience building products and solutions with excellent uptake and engagement;
- Proven leadership qualities along with strong technical skills;
- Excellent communication abilities and stakeholder management abilities;
- Mentoring and support skills to interface between Project Team and IT Consultants;
- Excellent organisation skills, including the ability to plan and prioritise project workload;
- Demonstrated commitment to Human Centred Design;
- Good knowledge of Project Management Methodologies (eg PMBOK, PRINCE2 and/or Agile); and
- Ability to work both in a team and autonomously.

### *Skills and qualifications (desirable)*

- Experience in developing e-learning and/or e-health solutions, from concept to delivery to market;
- Experience in, or understanding of, the autism community (or the ability and desire to quickly develop an understanding of the autism community).

## **Key responsibilities**

- Own, manage and communicate the Product Roadmap.
- Provide project management of project plans, including cost estimates, budgeting, and all aspects of project delivery, including oversight of contract IT consultants and digital agencies.
- Develop requirements, documentation and Requests for Quotation, and manage responses to establish agreements with new technology partners.
- Develop and execute user engagement and retention strategies to ensure optimal user experience.



- Manage the product through its lifecycle (not just its development), including data driven continuous improvement and product enhancements.
- Work cross-functionally to write user stories, conduct planning sessions, and manage the backlog.
- Develop and implement standardised project methods including Agile methodologies, documentation, and tools that maintain project control and optimise delivery.
- Organise and chair project meetings and team workshops.
- Planning, execution, status reporting, risk and issue management, reporting to the Project Executive.
- Monitor the project budget to ensure the project runs within limits and timelines.
- Document requirements, support the development of business cases and proposals, with overall objectives, scope, deliverables, timelines, and effort estimates for new digital products and services.
- Develop and implement a quality assurance process for all project deliverables – making sure that any digital solution launched is fit-for-purpose, user-tested and of the highest quality standard.
- Establish and maintain effective working relationships with key stakeholders including but not limited to: the autistic community, research and education partners, parents, and service providers.
- After deployment, maintain regular reporting and analytics of web services, and support the Manager, Research Translation in reporting to the ACRC Executive and board.
- Coordinate other ad hoc technology-based activities as requested.

### **Level of supervision**

The incumbent will function independently, with general supervision by the Manager, Research Translation. Projects will have a designated Project Executive.

### **Judgement and professionalism**

The incumbent will exercise sound judgement in areas of his/her expertise with a commitment to continuous professional development and improvement.

### **Culture and attitude**

Contribution to a culture within Autism CRC Ltd that stimulates a positive attitude and enthusiastic atmosphere through all levels of the workforce, by:

- Commitment to inclusive practices
- Leading by example
- Establishing clear expectations of behaviour and conduct
- Setting clear individual work goals
- Providing regular feedback of performance to employees at all levels



- Encouraging staff to participate in changing the ways in which jobs are done
- Listening to the comments, criticisms and suggestions of employees
- Celebrating success and recognising individual contributions

## **General**

Promotion of the good standing of the Autism CRC in the local and wider autism community by the adoption of a professional, inclusive, respectful, and co-operative approach when dealing with others.

## **Quality assurance**

To maintain a high level of quality control in all Autism CRC Ltd activities in accordance with quality assurance standards implemented by the Autism CRC. Assisting in the identification and recording of any problems and non-conformance related to the product, procedures, and quality management system; and recommending solutions and verifying their implementation.

## **Workplace health and safety**

Ensure that the Autism CRC's obligations under the current legislation are observed and that all activities are undertaken in a safe and responsible manner.