

Friends of the Earth – Job Description

Job title	Product Owner – Applications & Data
Reporting to	Chief Technology Officer
Team	Technology Solutions
Career stage	Grade C
Contract	Permanent
Location	Flexible
Line management	Up to 5 direct reports

Purpose of the role

To lead on Friends of the Earth’s systems and processes and promote the effective use of supporter data to deliver our organisational goal of being a data-driven organisation. To be a focal point for project management across the IT department and, when required, be an escalation route for support incidents and requests.

Key responsibilities and tasks

Develop and deliver the organisational data strategy, working with stakeholders across the organisation to ensure that data enables our work

Promote and enable the effective organisational use of our CRM and other key data systems across the organisation.

Lead and support projects relating to data improvement across the organisation, ensuring stakeholders and key users are involved in planning and prioritisation of work.

Application Account Management: ensure the organisation gets maximum benefit from its IS / IT investment by:

- Developing FoE’s user and business needs and priorities for business systems, processes and information.
- Communicating and advocating user needs and managing the overall relationship between user departments and IT teams.
- Prioritising competing business needs and managing expectations accordingly.

Supporter Data Model: own, define and implement processes and projects that support and improve the quality of FOE’s supporter data model. Work with stakeholders to ensure the model is fit for purpose for current and emerging requirements.

Manage User Needs: identify, communicate and implement improvements in business systems and processes, and the information and data.

Project Management: Take responsibility for delivering projects of larger scope that may involve a team from or external organisations acting as manager to the

members of team with respect to project work ensuring planning, communications and reporting in accordance with Project Guidelines.

Lead on Project Methodologies: Work across the IT team and maintain project co-ordination through use of agile and methodologies and tools. Extend PM learnings and peer organisation more widely.

Lead on Applications Procurement: maximise the effectiveness of through the analysis, selection, procurement and implementation of new business systems and ongoing account management.

Develop Business Applications Support: maximise the benefit of IS / IT to staff by providing escalation support for specialised "business" applications. These may range from local applications, server-based business intelligence systems, financial reporting applications, our website or another 3rd party web-based platform.

Business Applications Training and Best Practice: increase the benefit gained from investment in business systems, by championing best practice, developing technical & non-technical documentation and identifying and delivering training.

Report Writing and Data Analysis: when required support the work of campaigners and other areas of the organisation by writing reports, carrying out data analysis or manipulation

Manage team resourcing, recruitment and budget

Strategic influencer: Help develop and deliver the organisational data strategy, working with IT / IS teams and other specialist peers internally to ensure that data enables our work. Actively share knowledge acquired through day-to-day work and specific technical specialism, for example through networking, documentation, or skill sharing.

- Take occasional responsibility for the work of others, for example contractors, and allocation of resources
- Build strong relationships with staff and volunteers at all levels of the organisation, inspiring confidence and trust, and encouraging regular communication
- Contribute to effective team working in the IT Support team and with other IS / IT teams
- Participate in and contribute to the wider activities of the organisation as opportunities arise
- Selects appropriate methods, tools and applications. Demonstrates analytical and systematic approach to problem solving.
- Can rapidly absorb new organisational and technical information and apply it effectively

You will also need to be aware of and follow Friends of the Earth policies and procedures, with particular attention to safeguarding, equality, diversity & inclusion, and our values.

Person specification

Essential

- Proven experience of delivering, coordinating and participating in large scale projects using an Agile approach.
- Business process improvement: demonstrable experience of analysing business processes and assessing the costs and potential benefits of new approaches to organisational activities.
- Experience in managing technology change processes and assisting with implementation to test and live environments.
- Account management: experience in assisting user departments, championing and coordinating their service requests to achieve maximum benefit from available resources.
- Business analysis: experience in analysing business functions and processes, and the information they use, in order to define requirements for improved processes and systems.
- Experience of application/system support and maintenance, assisting business system users, using testing tools and techniques to ensure that new and amended systems perform as specified.
- Experience in managing a team, and of taking responsibility for the achievement of team objectives, when delivered in an agile manner.

Desirable

- Product Ownership: experience of being a Product Owner within an agile Scrum process.
- Data analysis: providing specialist expertise and practical assistance in the investigation, evaluation and interpretation of data.
- Education and Training Delivery: providing training and skill shares of IS/ICT knowledge, including relevant training materials and documentation.

Our Values

Ability to demonstrate understanding and apply our values.

Integrity – We demonstrate integrity throughout everything we do, internally and externally.

Impact – We make the biggest impact we can through good analysis and judgement, insight, feedback and focus.

Leadership – We motivate others through our individual and collective actions, our compelling vision, and our clarity on what work needs to be done.

Focus on Friends – To build our influence we put new and existing ‘friends’ at the heart of our work.

Accountability – We hold ourselves and others to account for our work and how we work.

Learning and Enquiring Mindset – We learn continuously, challenging our own assumptions and habits while expanding our horizons to enable us to improve the impact of our work.

Date approved	18 th September 2024
Date reviewed	June 2024

Friends of the Earth staff are not permitted to hold office for political parties or stand as candidates for political parties. Staff should also seek permission from the Senior Management Team if they wish to hold a non-public facing official role in a political party. If this is an issue, please do raise this with us as soon as possible.

This job description is current as at the date shown above. In consultation with the post-holder, it is liable to variation by the Director to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The day-to-day role will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.