WE'RE HIRING: Product Owner

ABOUT US

At AiRE, we design, develop and deliver advanced software for the real estate industry, via our digital employee platform named RiTA. Using artificial intelligence and automation, we help agents and business owners enjoy a more efficient, better, and hyper-personalised service experience for their customers.

WHY WE'RE HIRING

Our business is rapidly growing, with customers in Australia and New Zealand and plans to extend our reach even further. With this growth, we are looking for a Product Owner join our team to help ensure the quality of our platform remains high.

ABOUT THE ROLE

Description

Primary responsibility of the Product Manager is adding business value by aligning business needs with IT solutions, thus supporting business change and growth through enhanced Product offering and ultimately increasing revenue for AiRE. They work closely with customers to understand their business requirements, to prioritise them within the context of AiRE's strategy and coordinate the delivery within IT teams.

Duties and Responsibilities

- Accurately and efficiently identify, define, document and present business requirements, analyse and interpret into pragmatic Product solutions
- Produce structured definitions of functionality and process design, through writing use cases, design documentation, and functional specifications
- Manage the development and implementation of Product changes, from design through to post-implementation
- Build relationships with key stakeholders (incl. customers, BDMs, acct managers), and work with them to prioritise Product deliverables
- Work closely with developers and a variety of end users to ensure technical compatibility and user satisfaction
- Participate in agile planning sessions involving Development, QA and Support representatives to ensure deliverables for future releases are agreed and requirements are clear, documenting user stories and acceptance criteria
- Attend daily stand-up sessions and ensure work in progress is kept in line with stakeholder expectations
- Ensure agreed deadlines are met by managing any changes to agreed deliverables on a daily basis
- Coordinate the release cycle, prepare release notes and keep internal and external stakeholders regularly informed of new releases, including progress and changes in their domain
- Plan and prioritise both individual workload and projects effectively to meet objectives and targets
- Provide walk-throughs and ensure training documentation is produced for new or changed Product functionality

- Assist with definition of test strategy, test planning, system testing and UAT planning, including the provision of test data and expected results
- Planning and management of Beta release programmes including customer recruitment, gathering feedback and addressing any customer issues.
- Provide reports and updates on an agreed basis outlining progress against milestones, current status, issues, risks and dependencies
- Working in a multi-disciplined Agile team, use your experience to contribute to support, development and quality assurance processes
- Quickly become a SME in the Product functionality and that of peripheral systems, external systems and interfaces to related systems
- Escalate problems through agreed channels as appropriate and manage them through to successful resolution, keeping all stakeholders regularly updated
- Maintain a high standard of customer service at all times, demonstrating strong relationship management and influencing skills
- Writing, extending and enhancing Product documentation

Requirements for the Role

- Minimum 3 years commercial experience working in a Product Owner of Product Manager role
- Experience working within an Agile software development environment
- Proven understanding of the full SDLC
- Understanding of databases including non relational databases (ie. MongoDB)
- Knowledge and understanding of project management methodologies, processes and tools – required
- The ability to storyboard and lead solution scoping process whilst ensuring all stakeholders are informed and clear on project activity / involvement
- Proactive and accountable, with perseverance and tenacity, able to see problems through to conclusion, irrespective of delay, opposition, diversion or lack of product knowledge
- A well developed instinct of when people or business priorities have changed and ability to quickly modify behaviour to achieve effective outcomes. Be open to change adapting easily to new processes and procedures and coping with changing priorities and pressures
- Show good judgment and common sense, with the ability to make considered decisions
- Able to work without supervision demonstrating initiative and commitment
- Attention to detail
- Strong communication skills
- Positive attitude and proactive

Desirable for the Role

- B2B Software Experience
- Real Estate Domain Knowledge
- Database Query Skills