Position Description

Position title:	TAP Product Manager
Entity:	Austroads
Group:	Service Delivery
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Melbourne Offices
Reports to:	General Manager Service Delivery
Responsible GM:	General Manager Service Delivery
Direct reports:	Nil
Date reviewed:	4 March 2024

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The Service Delivery team provides Austroads established products with a strong focus on functionality and sustained excellence. Effective service delivery is underpinned by a team of professionals who are responsive to the needs of Austroads members and other users of our services. We are proactive in communicating our Service Delivery priorities and plans, and we strive to continuously improve our services and add value for our members.

Position Purpose

The Telematics Analytics Platform (TAP) Product Manager, reporting directly to the General Manager of Service Delivery, assumes the responsibility of spearheading the commercial ownership of Austroads' Telematics Application Platform (TAP) and its associated services. This role entails comprehensive oversight of data management, analytics, and user support for the TAP portal. By closely collaborating with the General Manager of Service Delivery, the TAP Product Manager facilitates the maintenance of high-level oversight and sustained excellence of the TAP.

Key to this role is a deep understanding and empathy for customer needs, values, and requirements. The TAP Product Manager is tasked with actively seeking feedback and insights from customers, end-users, and market trends, thereby informing the continual evolution and enhancement of the product roadmap. This involves employing various methodologies such as testing, analytics, and user engagement to gather actionable insights that drive product development.

Collaboration across cross-functional teams is important, ensuring that the product roadmap remains both feasible and aligned with Austroads' overarching strategic objectives. Working closely with the Telematics Data Pipeline Technical Lead (Application Delivery – Data and IT), the TAP Product Manager ensures the alignment of the technical roadmap with the product roadmap, while also integrating user feedback into the development process. This collaborative effort ensures the successful delivery of TAP and its associated services.

As the commercial owner of the product, the TAP Product Manager is accountable for its success. This includes identifying opportunities for improvement, growth, and overall success, and effectively communicating these findings to the General Manager of Service Delivery.

Major Responsibilities/ Accountabilities

The role is responsible for:

- Developing, delivering and communicating the product vision, strategy and roadmap for TAP across the organisation.
- Evaluating and aligning business requirements and goals against product roadmap.
- Designing a comprehensive user experience (UX) and user interface (UI) with a focus on end user experience.
- Ownership of the product development lifecycle from design to delivery, including management and collaboration of internal and external stakeholders, vendors and contractors.
- Collaborating with the TAP Technical Lead to integrate user feedback and insights into product improvements.
- Defining and tracking data metrics to inform product development and reporting.
- Attending trade fairs and conferences for workstation demonstrations and user engagement.
- Managing technical product escalations internally ensuring that all issues and queries with regards to product offerings are prioritised.
- Lifting the maturity of the product management approach across the enterprise by providing coaching and mentoring to internal stakeholders.

- Onboarding and training new users, which is a key function of driving growth in the user/customer base.
- Supporting customers by managing customer issues, questions and complaints.
- Managing user-based rights to specific services, reporting and data through TAP.
- Contributing to continuous improvement, identifying ways to enhance value for Austroads members and the public.
- Maintaining and adhering to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key Stakeholder Interfaces

Internal

- General Manager Service Delivery
- TAP Technical Lead
- Data & Technology teams
- All staff

External

- Austroads approved external suppliers and vendors
- Austroads members and other TAP users

The Person

Qualifications, Knowledge, and Experience

The TAP Product Manager will possess:

- Experience with end-to-end product development with a qualification in IT or equivalent experience.
- Strong understanding and experience working on projects with complex data, analytics, APIs and integration requirements.
- Experience with big data analytics and platforms including Databricks, Sisense, PowerBI, Tableau, etc.
- Experience driving product strategy, product roadmaps, and backlogs to successfully deliver transport products and services through digital solutions.
- Experience in digital customer service, best-practice usability, digital content, device and interface conventions and web standards including accessibility. Experience in the GIS domain is desirable

Personal Qualities

The incumbent will need to present a professional image and build strong relationships across the enterprise. Specifically, the role requires:

- Clear and concise communication skills for both technical and non-technical audiences.
- Strong stakeholder management skills with the ability to influence and negotiate with stakeholders.
- Highly developed analytical and problem-solving skills, including conceptual skills, the ability to apply sound judgement to complex challenges.
- The ability to determine work priorities and complete concurrent tasks and projects to a high standard within strict deadlines.
- A service focused approach
- Strong attention to detail.
- Commitment to ongoing professional development and learning.
- Professional ethics and integrity.

- Comfort working in an environment which is constantly evolving.

Capability Profile

Flexibility and Adaptability	acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Foundation
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Stimulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Foundation
Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Foundation
Digital and Technology Proficiency	Integrates digital and technological developments in the design and delivery of relevant policies, programs and services.	Intermediate
Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes	Foundation
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Intermediate
Knowledge management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Foundation
Work Collaborativly	Collaborates with others, demonstrating an understanding of their value to the organisation.	Foundation