

JOB DESCRIPTION

NAME:		REPORTING TO:	Web Development Manager
POSITION TITLE:	Digital Team Lead (Colombo)	DIRECT REPORTS:	4
DEPARTMENT:	Customer Experience	LOCATION:	Colombo

POSITION PURPOSE:

Our customers' experience is of the utmost importance to us. As Digital Team Lead, you'll play a key role in the ongoing digital transformation at Intrepid Group to deliver business outcomes through improving the experience that customers have with our digital products.

This role will lead the Colombo-based digital team and collaborate with remotely located team members and stakeholders to help continuously improve our customer's experience. Our Colombo digital team provides a range of services to the business including, Product Ownership, Website Administration, UX/UI Design and Web Analytics, the Team Lead will manage this team to ensure they are delivering work of the highest quality. In addition, the Team Lead may be required to play the role of Product Owner in projects with our co-located sprint teams.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification (business or IT) or equivalent experience
- Agile or Scrum certification relating to design practices would be highly regarded
- Proven experience leading and managing team members with a broad range of skills are essential
- Expertise in content management and design on responsive websites in an e-commerce environment.
- Proven experience in agile development environment (ideally as a Product Owner)
- Strong experience gathering and evaluating requirements
- Deep understanding of technical considerations (including UX, HTML, CSS & SEO) and its application to business requirements.
- Working knowledge of common product management, testing and analytics tools (Google Analytics, JIRA etc.)

OTHER SKILLS AND ATTRIBUTES

- Strong written and verbal communication skills
- Understanding & alignment with Intrepid Group's core values
- Ability to uncover and understand technology requirements and capabilities
- Demonstrated success in structured problem solving that includes problem definition, hypotheses testing, analysis plan and facilitating discussions
- Creative and analytical approach
- Problem solving and design thinking
- Has delivered key projects autonomously
- Ability to deliver strong results and ensure information is effectively communicated to key stakeholders and actioned
- Able to take a collaborative approach in engaging with different parts of the business.

Operational Accountabilities of Role	Benchmark Measure
<p>LEAD DIGITAL PRODUCT MANAGEMENT</p> <ul style="list-style-type: none"> • Provide digital product management leadership to the digital producers, product owners and the wider business • Champion customer centric digital product development across the whole organisation • Inspire and mentor product owners to hone their craft • Provide leadership and support for the digital product team and business product owners • Ensure timely delivery by facilitating effective design thinking processes and methodologies 	<ul style="list-style-type: none"> • Develop clear training and develop plan digital product team members • Conduct regular one on one with digital product team members • Maintaining and growing the digital product development tools and resources used by the team • Maintain consistent sprint burndown velocity and cycle time
<p>TRANSLATE CUSTOMER & BUSINESS PROBLEMS INTO DIGITAL ROADMAP</p> <ul style="list-style-type: none"> • Translate business needs and strategy into digital product roadmap • Deliver industry leading digital channels and experiences 	<ul style="list-style-type: none"> • Work with GM MSI, Insights, UX, Web team and lead the development of the Digital product roadmap • Creation of business cases to support roadmap projects
<p>AGILE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Product owner role in scrum team • Participate in Scrum stand ups, sprint refinement and sprint planning meetings and conduct user acceptance testing • Manage and coaching product owners and junior sprint team members within sprints 	<ul style="list-style-type: none"> • Successfully deliver on product owner responsibilities • Lead the formation of discovery scrum teams (including POs, Bas, UX and Developers) to shape rapid prototype, test and iterate experiences for customers prior to delivery
<p>COLLABORATION & RELATIONSHIPS</p> <ul style="list-style-type: none"> • Collaborate with Design, Brand and Creative Content team members to ensure consistency, integrated brand perception and user experience • Manage and collaborate with a complex set of stakeholders across the organisation to align their visions and to ensure that their consolidated product vision is in line with the core business values. 	<ul style="list-style-type: none"> • Work closely with Insights Manager, UX Manager, Web development manager, Brand Manager to pursue innovative ways to strengthen bridges & create consistency between online and offline experiences.