

Job Title: Head of Product & Service Management Community
Division: Government Digital Service (GDS)
Department: Cabinet Office
Location: Aviation House, Holborn, London
Grade: A+
Contract Type: 2 Year: Fixed Term (for external) / Loan (current civil servants)

GDS

GDS leads digital transformation in government, collaborating with teams from other departments to help them build better public services. Alongside those departmental teams, we're transforming government together.

We work in small, agile [teams](#) of developers, designers, content people and others. We build a minimum viable product, then [iterate](#) – always asking how we can make things better for [users](#), who are at the centre of everything we do.

We designed, built and run [GOV.UK](#), the best place to find government information and services. We're building [GOV.UK Verify](#), a new way to prove who you are online. We run the Government Data Programme, helping to make data across government easier to find, access and put to good use.

We're building platforms that make the work of transformation easier for departments - things like GOV.UK Pay, GOV.UK Notify, and Government PaaS. They're just the first of many more to come. This is just some of [what we do](#).

Find out more at the [GDS blog](#).

The role

As a Head of Product & Service Management Community you will primarily devote your time to supporting the GDS community of practice and facilitating the learning and development of the community members. You will also work to foster a broader community of practice for Product Managers and Service Managers across government.

Specialist skills and requirements

Essential:

- Demonstrable hands-on expertise in the fields of product management, service management and service design.
- Experienced coach, mentor and line manager for Product Managers and Service Managers of varying levels of experience, with a track record of successful performance management, development of team members and building capability.
- Expert in agile ways of working as outlined in the [Government Service Design Manual](#).

- Performance management, development of team members and building capability.
- Exemplary communicator with all levels of seniority.
- Interviewing and recruitment of product managers and service managers.

Desirable:

- Building and leading communities of practice.
- Experienced in writing and delivering training material.
- A regular writer of articles on the topics of product management and service management.
- Experience in service design.

Main responsibilities

Supporting the community

- Be devoted to creating, sustaining, developing and supporting the community of Service Managers and Product Managers in GDS and other organisations across government.
- Provide leadership and support for community members, acting as a point of escalation and resolution for a range of issues, and as a spokesperson for the community.
- Help the community define its vision and help its members to set specific, measurable goals for the community to develop towards.
- Manage, motivate and mediate between members of the community when needed.
- Work with other Heads of Community in GDS to encourage collaboration between communities of practice and mutual understanding of each other's disciplines.
- Own and manage the community budget.

Subject matter expertise and best practice

- Be knowledgeable in and passionate about product management, service management and service design.
- Be involved in the wider product community, blogging and speaking at meetups and conferences and learning from other colleagues and organisations.
- Author training material and contribute content to the Service Design Manual on the topics of product management, service management and service design.
- Help and support the wider Civil Service and other digital teams across government.

Learning and development

- Define professional direction and standards and help the community to continually improve its ways of working and unlock the potential of community members.

- Ensure appropriate line management structures are in place for all community members and performance is managed consistently across the community.
- Work with community line managers to manage community members' performance and development, and ensure all have suitable and [SMART](#) objectives.
- Create an environment that encourages the sharing of knowledge and best practice between members of the community.
- Be actively involved in organisation and delivery of learning and development for the community members.
- Mentor and coach Service Managers and Product Managers at any level, when needed.
- Work with the GDS People Team to maintain and iterate job descriptions and career paths for the community.
- Recognise and reward the success of community members.

Recruitment and people moves

- Work with Programme Directors, Service Managers, Lead Product Managers and the People Team to recruit the right people into GDS, and to move people in the community between teams to the right roles within GDS.
- Work with the People Team to ensure GDS maintains suitable capability and has a pipeline of potential candidates.
- Facilitate people moves within the wider government community between different organisations to encourage knowledge share, professional development and retain talent within the Civil Service.

Civil Service Competencies

In the Civil Service we use our [Competency Framework](#) to outline expected behaviours and we will use these as part of our wider assessment during the interview process.

For this role, the following competencies are the most relevant:

SETTING DIRECTION

Seeing the Big Picture

- Bring together views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies.
- Ensures relevant issues relating to their activity/policy area are effectively fed into strategy and big picture considerations.

Changing and Improving

- Understand and identify the role of technology in public service delivery and policy implementation.
- Provide constructive challenge to senior management on change proposals which will affect own business area.

Making Effective Decisions

- Push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery.
- Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence and data – able to act or decide even when details are not clear.

ENGAGING PEOPLE

Leading and Communicating

- Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work.
- Lead by example, communicate in a truthful, straightforward manner with integrity, impartiality and promoting a working environment that supports the Civil Service values and code.

Collaborating and Partnering

- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests.
- Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible.

Building Capability for All

- Ensure that individual and organisational learning and talent development opportunities are fully exploited in order to enhance organisational capability.
- Identify capability requirements needed to deliver future team objectives and support teams to succeed in delivering to meet those needs.

DELIVERING RESULTS

Managing a Quality Service

- Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met.
- Ensure the service offer thoroughly considers customers' needs and a broad range of available methods to meet this, including new technology where relevant.

Delivering at Pace

- Clarify business priorities, roles and responsibilities and secure individual and team ownership.
- Get the best out of people by giving enthusiastic and encouraging messages about priorities, objectives and expectations.