POSITION DESCRIPTION	
POSITION TITLE	Product Specialist
LOCATION	Petone, Wellington
DEPARTMENT	Product
REPORTING TO	Head of Product
PROFESSIONAL LEVEL	Leader
BAND LEVEL	I
NATURE	A privately owned NZ company, Aspeq delivers over 120,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia. The role will be required to work Monday to Friday, but you must take a flexible approach to working hours in line with the global nature of Aspeq. This may include occasional national travel and evening and weekend on call duties.
KEY RELATIONSHIPS	<u>External</u> o Clients and client representatives o External application users o Vendors and technology partners, where required <u>Internal</u> o Head of Product o Product Owners o Product and Technology teams o Lead Business Analyst and Business Analysts o Project Managers o Client Services o Operational teams o Test and development teams o Internal customers and application users o Wider Aspeq teams
KEY PURPOSE	o Provide dedicated ownership and coordination of Product Optimisation Work (POW), ensuring work is appropriately understood, prioritised, refined and ready for delivery. o Coordinate Aspeq's software release activities, supporting consistent planning, communication, governance and readiness across Product, Technology and operational teams. o Build and maintain strong knowledge of Aspeq's products and operational workflows to support effective product improvement, release delivery and future product transformation. o Work closely with Product Owners, Developers, Testers, Business Analysts and operational stakeholders to ensure product changes

	are clearly understood and aligned with business and customer needs. o Contribute to continuous improvement of product delivery practices, release processes and the quality of development-ready work.

ROLE FACTORS	CRITERIA FOR SUCCESS
<u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities	o Relevant tertiary qualification or equivalent practical experience in Product, Business Analysis, Information Technology, Project Delivery or a related discipline. o Relevant product, Agile or software delivery certification is desirable.
<u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.	o Demonstrated experience working within a product, software delivery, business analysis or technology environment. o Experience coordinating product enhancement pipelines, user stories, backlog activities or similar delivery work. o Experience supporting or coordinating software releases across multiple stakeholders. o Strong understanding of software development lifecycle and Agile delivery practices. o Experience working with Product Owners, Developers, Testers, Business Analysts and operational stakeholders. o Demonstrated ability to build detailed product and process knowledge and translate this into practical delivery outcomes.
<u>Complexity</u> The predictability of the role, considering complexity of activities faced in the normal course of work.	o Coordinating multiple competing POW priorities, release activities and operational requirements. o Balancing tactical product improvements with broader product objectives and customer impacts. o Applying product knowledge and professional judgement to clarify ambiguous or incomplete product requests and identify where further analysis is required. o Managing dependencies across Product, Technology and operational teams while maintaining delivery quality and readiness. o Working across multiple product configurations and customer environments where release complexity and risk may vary.
<u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.	o Provides central coordination and ownership of the POW pipeline and release activities. o Works across Product, Technology and operational teams to coordinate product improvements and release readiness. o Influences prioritisation, sequencing and readiness of product work but does not hold formal people management responsibility. o Develops and maintains detailed knowledge of Aspeq's products and operational workflows to support effective product decision-making and future transformation activity.
<u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the degree of analysis and innovation to arrive at a solution.	o Analyse product issues, enhancement requests and operational needs to clarify context and intended outcomes. o Identify gaps, dependencies and risks before work enters development or release. o Apply judgement to determine when work requires further refinement, analysis or stakeholder input. o Resolve routine product delivery and release coordination issues, escalating significant risks where required.

ROLE FACTORS	CRITERIA FOR SUCCESS
	o Support continuous improvement by identifying recurring issues and opportunities to improve product and release processes.
Freedom to Act The degree of independence exercised within the role	o Works independently within agreed product priorities, delivery processes and delegated authority. o Exercises professional judgement in coordinating POW activity, release readiness and day-to-day product delivery matters. o Escalates significant product, delivery, operational or customer risks to the Head of Product or appropriate decision-maker. o Manages own workload and priorities within agreed organisational and Product objectives.
Impact of Decisions The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq	o Decisions influence the quality, readiness and efficiency of product improvement work entering development. o Effective coordination directly impacts release quality, operational stability and customer confidence. o Decisions relating to prioritisation, readiness and coordination may impact Product, Technology and operational team capacity. o The role contributes to reducing product delivery risk and improving the scalability of Aspeq's product operating model.
Interpersonal skills The nature and degree of interaction at various levels the role requires to complete tasks.	o Strong written and verbal communication across technical and non-technical stakeholder groups. o Ability to facilitate discussions, clarify requirements and build shared understanding across Product, Technology and operational teams. o Ability to influence stakeholders and maintain momentum where there are competing priorities. o Builds effective working relationships with internal stakeholders and understands customer and operational perspectives. o Able to communicate product and release impacts clearly and appropriately to different audiences.
Authorities The level of formal financial, staffing and contractual authority allowed and exercised within the role.	o Operates within approved Product processes, organisational policies and delegated authority. o Coordinates day-to-day POW and release activities within agreed priorities and governance arrangements. o Coordinates prioritisation, sequencing and release readiness within agreed Product priorities and governance arrangements, escalating decisions outside delegated authority to the Head of Product. o Financial, contractual or strategic decisions outside delegated authority are escalated to the appropriate approver.
People Management The responsibility for supervision and management of Aspeqs' human resources.	o The role has no permanent direct reports. o Provides coordination and subject matter guidance across POW and release activities. o Works collaboratively with Product Owners, Business Analysts, Developers, Testers and operational stakeholders without formal line management authority.
Administration Legislative matters, right to work and additional administrative matters.	o Must be eligible to work in New Zealand. o Must agree to a New Zealand Ministry of Justice criminal record check, an Australian Federal Police criminal history check, any overseas security clearances required for the role, and, where applicable, a credit

ROLE FACTORS	CRITERIA FOR SUCCESS
	check. As part of a security clearance process, you may be required to provide information about immediate family members.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
Product Optimisation Work (POW)	o Own and coordinate the POW pipeline, ensuring work is appropriately captured, understood, prioritised and progressed. o Work with Product Owners and stakeholders to clarify the purpose, context and expected outcome of POW items. o Ensure stories are sufficiently refined, validated and development-ready before entering delivery. o Coordinate prioritisation and sequencing of POW activity in line with product objectives, customer needs and available capacity. o Maintain visibility of POW status, dependencies, risks and upcoming work. o Support a continuous pipeline of well-defined product improvement activity.
Release Coordination and Readiness	o Coordinate release planning and readiness activities across Product, Technology and operational teams. o Maintain release schedules, dependencies, communications and readiness requirements. o Ensure relevant stakeholders understand upcoming releases, impacts and required actions. o Support consistent release governance and decision-making. o Identify and escalate release risks, dependencies and readiness concerns. o Coordinate post-release review and capture lessons to improve future release activity. o Identify opportunities to automate and improve repeatable release processes. o Coordinate release planning and readiness activities across Product, where required. o Maintain release documentation and release notes. o Coordinate release communications and stakeholder communications. o Coordinate release sign-off activities. o Coordinate smoke testing activities where required. o Coordinate deployment communications and post-release reviews.
Product Knowledge and Operational Context	o Develop and maintain a deep understanding of Aspeq's products, their configurations and associated operational workflows. o Capture and maintain product and process knowledge to support continuity, decision-making and future development. o Work with operational teams and product stakeholders to understand how product changes affect users, clients and business processes. o Use product knowledge to improve the quality and context of POW activity and release planning. o Contribute product and operational knowledge to future platform replacement and modernisation initiatives. o Maintain broader product continuity knowledge across Aspeq products and services. o Maintain cross-product operational knowledge and release knowledge. o Support the development, documentation and sharing of product knowledge across Product and Business Analysis functions.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
Product Delivery and Collaboration	o Work closely with Product Owners, Business Analysts, Developers, Testers and Project Managers to support effective product delivery. o Ensure tactical product improvements remain connected to broader product objectives. o Facilitate cross-functional discussions where additional context, clarification or coordination is required. o Support clear communication between Product, Technology and operational teams. o Contribute to stronger team engagement in the development and refinement of product improvements.
Continuous Improvement	o Identify opportunities to strengthen POW, release and product delivery practices. o Monitor recurring delivery or release issues and recommend improvements. o Support increased maturity in release planning, governance, automation and communication. o Capture lessons learned and embed improvements into future product delivery activity. o Contribute to a scalable Product operating model that enables specialist resources to focus on their highest-value work.
Live our Values	o Know and Demonstrate Aspeq's values.
Other	o Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world