

Digital - Technical Product Director

Role Description:

The technology team is responsible for driving and maintaining the Carnival digital presence across the entire customer journey. The scope of the team's responsibilities includes website content, optimisation and development.

The Technical Product Director role will ensure existing roadmaps deliver against the long term strategy for the eCommerce platform, scoping and prioritising the agreed initiatives, support the activities of the Product Managers, and ultimately supporting the product roadmap within the agreed budget, for which they will be held accountable by the Steering Committee. This is a key function that will enable us to achieve our ambitious growth plans on an international scale across key markets of the UK, North America, Australia and Germany.

He/ She will lead the digital agile teams to deliver the agreed enablers; ensuring relevant subject matter experts (SMEs) are consulted at all stages to make the end result fit-for-purpose.

RUI:		Grade:	CUK
Directorate:	Carnival UK Shared Services	Reports to:	VP Information Technology (CTO)
Function:	Carnival UK Technology	Team:	Technology Architecture & Engineering
Direct reports :	Scrum Masters, Test Managers, Architects and Project PMO		

Accountabilities & Key Responsibilities:

- Accountable for digital channel web and mobile app platform development roadmap and operations.
- Responsible for managing an annual budget of £4m - £7m and a team of about 50-100 across Carnival and Partner teams.
- Accountable for managing dependencies and delivery plan involving up to 25 vendors and 15 internal teams.
- Accountable for the stability of the platforms, improving delivery quality and reducing incidents impacting revenue and customer experience
- Responsible for ensuring 24x7 support processes are in place for all the critical components of the platform and monitoring and alerting is in place for all critical processes of the platform
- Accountable for removing blockers and ensuring that the digital scrum teams have the right tools and the necessary support to perform to deliver the required outcome
- Accountable for ensuring the right skills and knowledge are available within the scrum teams at the right time and that there is always a backup for critical resources.
- Accountable for ensuring that the platform team has an eye on upcoming changes in the technology space and ensuring that adoptions and migrations are scheduled
- Accountable for ensuring the platforms integrate well with internal systems, the roadmap reflects any business priorities and architecture is aligned with Carnival UK technology standards and roadmap

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

General Responsibilities:

- Responsible for creating the initial draft of the annual budget for the entire platform
- Responsible for representing CUK brands at group level for digital platform initiatives and procurement / renewal activities.
- Responsible for keeping the Steering Committee up-to-date and escalating pertinent issues.
- Responsible for engaging senior stakeholders in the development journey and keeping them updated on progress and results.
- Responsible for providing inputs to security, governance and compliance at relevant stages.
- Responsible for deliverables to programmes that have dependencies on digital platform.
- Responsible for representing technology priorities within a collaborative environment.
- Responsible for owning relationships with suppliers
- Responsible for breaking epics down into features.
- Responsible for high-level scoping and prioritisation of features.
- Responsible for allocating features to Teams, ensuring optimal spread of features to meet all relevant business deadlines, while keeping Teams engaged with appropriate variety of tasks.
- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:**Problem solving:**

- Ability to prioritise effectively and against strategic goals; identifying when the decision needs to be escalated to the Portfolio level.

Impact:

- Output highly visible to guests; building the 'shop window' of the customer journey to give the optimal guest experience. Area of high visibility with significant investment and resultant interest from senior stakeholders.

Leadership:

- Acting as a servant leader to the development teams that are responsible for delivering the product roadmap.

Demonstrable Behaviours:

- Able to see and communicate both long and short term strategic/technology goals and give practical direction to achieve them.
- Knowledge of technical best practices and how those are implemented
- Strong communicator in all its forms across all levels of the organisation, especially with senior stakeholders.
- Able to weigh up pros and cons of a given approach in an efficient manner to provide clear direction against tight timeframes.
- Innovator who can originate and develop new ideas and ways to improve the service we offer.
- Approaches change with a positive outlook, identifying the potential opportunities presented. Tenacious, with an ability to challenge.
- Courage to make decisions quickly, if required, to maintain team velocity in a fast paced agile delivery teams
- Help focus the team where required and enabling the delivery of business value
- Commitment to create a stable and robust platform through backlog refinement of both tactical and strategic work items
- Openness to team feedback and to feed back to the teams.

Knowledge, Experience and Qualifications:**Qualifications – essential:**

- N/A

Knowledge/ Experience – essential:

- Experience supporting Product Managers.
- Good understanding of technical best practices.

Qualifications – desirable:

- Agile qualification (eg Certified Product Owner/Manager)

Knowledge/ Experience – desirable:

- Development background
- Working across international websites.
- Working on mobile optimised sites.

<ul style="list-style-type: none"> • Strong influencing skills and the ability to manage expectations. • Experience owning a technical roadmap. • Minimum 10 years of delivery experience. 		<ul style="list-style-type: none"> • Working with AEM. • Travel industry experience. • Knowledge of the over 50s market. 		
Issue Date:		Issued by:		
REWARD ONLY	Grade:	RUI:	Date Approved:	Initials: