

Product Owner

We are looking for a Product Owner to join our growing company working on a variety of cloud based applications and services to support our omni-channel, interactive communication platform.

The ideal candidate will be a certified Scrum Product Owner with experience in the successful delivery of software development projects using the Agile Scrum framework. To be successful in this role you will have a pragmatic view to delivery and willingness to inspect and adapt to ensure that the delivery process matches the needs of the business.

As would be expected for this role, excellent communication skills are essential. You will be part of an experienced cross functional delivery team and as such you will be able to discuss and take input from multiple stakeholders at different levels within the business, including senior management, and translate requirements into well defined deliverable pieces of work.

You will be required to gain an in depth understanding of our product and services, an understanding of the product value and to support delivery against the roadmap whilst having the confidence to challenge when necessary.

We offer a friendly and flexible working environment that is currently 100% remote with occasional team meetups when possible.

Key Responsibilities

- Product owner for all work coming into the engineering team. This will include core product development, custom client development and infrastructure, security, compliance projects.
- Own, manage and maintain the product backlog.
- Work with stakeholders to understand requirements, develop user stories and define acceptance criteria.
- Own and lead the refinement of the backlog by providing the necessary detail and acceptance criteria on backlog items to ensure that the engineering team are able to provide estimations.
- Prioritisation of the backlog to ensure that delivery aligns with the product roadmap.
- Work with stakeholders and the engineering team to ensure sprint planning takes place to inform delivery forecasts.

- Work with the scrum master and the engineering team to ensure each sprint is successful and delivers value.
- Engage with the business and senior management to provide regular updates on roadmap progress, delivery forecasts and prioritisation exercises.
- Serve as the product ambassador, sharing knowledge and answering questions related to the product.
- Provide product overviews and co-ordinate and deliver sprint demos.
- Support the continual evolution of the product roadmap.
- Work with the engineering team to ensure continual improvement of our agile methodology and be an advocate for good agile practices.

Knowledge/Experience

Required

- 5+ years experience in product development.
- 3+ years experience in a scrum product owner role.
- Scrum Product Owner certification.
- Excellent knowledge and experience with agile software delivery, agile processes and principles.
- Experience working with multiple backlogs and related workstreams.
- Experience effectively managing conflicting stakeholder needs.

Desired

- Experience supporting delivery of cloud infrastructure projects.
- An understanding of data security and compliance requirements, particularly in relation to ISO 27001 and GDPR.
- Experience with Kanban, Lean or other agile frameworks and practices.

A bit about ContactEngine...

It's more than likely that you or someone you know will have had a conversation with ContactEngine – you (or they) just won't know it. ContactEngine helps some of the biggest companies in the world to have proactive, automated conversations with their customers – millions of unique conversations occurring across the globe each year, at any time, with 0.5s response time to a customer.

ContactEngine has a team of 90 people working across the UK (Shoreditch HQ) and USA (Washington HQ), though mostly all working from home now for virus-related reasons. Scale up, not start up. Why should that excite you? Well, it means your work is highly-visible and you'll deliver real impact – no small cogs in big machines here.





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ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

For more information, visit www.contactengine.com