

# Role Charter

<b>POSITION:</b>	<b>PRODUCT OWNER – TECHNOLOGYONE ERP</b>
<b>Reports to:</b>	MANAGER, DIGITAL AND CUSTOMER PROGRAMS
<b>Accountable to</b>	EXECUTIVE MANAGER, CUSTOMER AND DIGITAL SERVICES
<b>Directorate:</b>	CUSTOMER AND DIGITAL SERVICES
<b>Date revised:</b>	February 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

## Our Guiding Principles are:



### MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



### BE WELCOMING

Care for everyone as people, not tasks or numbers.



### BE OPEN MINDED

Listen to each other and work together to find solutions.



### KEEP YOUR PROMISES

Follow through on your commitments to everyone.



### LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

## Primary Purpose

The Product Owner – TechnologyOne ERP is accountable for maximising organisational value from the TechnologyOne ('TechOne') platform as Council's Enterprise Resource Planning (ERP) system. The role owns the product vision, roadmap, governance, and enablement strategy for the TechOne ('T1') ecosystem, ensuring the platform delivers measurable outcomes for customers, services, and the organisation.

## Core Accountabilities

1. Apply contemporary product management principles to define, govern, and execute a shared enterprise vision for the ongoing development, adoption, and maturity of T1 across the organisation.
2. Enable Council's Customer Driven Transformation objectives by ensuring T1 capabilities are translated into practical, high-value outcomes through the most effective delivery approach (internal delivery, partner delivery, or capability uplift), aligned to organisational priorities and customer needs.
3. Derive value for the organisation through enablement, selecting and orchestrating the most effective delivery model for each outcome – whether that is, direct configuration and build within T1, delivery through external partners (including vendor and partner governance), or building internal capability and maturity to enable sustainable in-house delivery.
4. Act as the single point of accountability for value realisation from T1, translating statutory, service delivery, and reporting needs into scalable, governed, and deliverable solutions.
5. Support adoption, continuous improvement, data integrity, usability, and system integration across Council, while driving workflow optimisation, capability uplift, and long-term platform maturity
6. Define and govern core business logic within the ERP, including organisational roles, task structures, request types, routing rules, lifecycle workflows, and digital forms, in partnership with IT, subject matter experts (SME'S), and delivery partners.
7. Own and maintain the T1 roadmap and product backlog, including requirements discovery, user story development, prioritisation, dependency management, delivery sequencing, acceptance criteria, UAT coordination, and value-based decision making.
8. Partner with business units to identify friction points, and co-design improved service and operational experiences that enhance customer outcomes, workforce productivity, and organisational efficiency.
9. Maintain deep knowledge of the T1CIA platform, proactively track releases and enhancements, and continuously identify opportunities to increase system capability, utilisation, and return on investment.
10. Lead organisational enablement for T1 improvements through structured change management, communication, training, governance adherence, and capability development to ensure sustainable adoption and long-term value realisation.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

## Essential Criteria

1. Degree or post graduate qualification that clearly demonstrates a relationship to Business, Customer Experience, Product Management, or an equivalent combination of relevant workplace experience.
2. Product management experience including understanding customer needs, capturing, and prioritising product requirements, managing the backlog and developing and maintaining the product roadmaps.
3. Demonstrated experience with T1 ERP, including managing business level T1 configuration such as user role assignments, reporting views, queues, cases, workflows and other business-level logic related activities.
4. Demonstrated experience mapping, configuring, testing, iterating, and launching new experiences that leverage T1 features and capabilities.
5. Significant experience collaborating and engaging with diverse stakeholder groups from across the business including SME's, service owners, designers, developers, and other technical and non-technical stakeholders.
6. Proven experience with business analyst functions including requirements gathering, process mapping and writing user stories.
7. Demonstrated experience leading and participating in organisational wide projects and initiatives.

## Desirable Criteria

1. Current T1 Product owner, and/or T1 Business Analyst Certification.
2. Demonstrated experience working with methodologies such as Human Centred Design (HCD), in particular, the UK Design Council's Double Diamond Framework.

Date:

Agreed:

---

**Employee Name**

---

**Employee signature**