

Role Description

Title	Product Manager
Manager Title	Practice Manager - Product
Directorate and Group	Information Systems and Services, Organisational Support
Band	T5 F
Date	July 2026
Approved By	Chief Information Officer, Information Systems and Services

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role purpose

The purpose of this role is to provide end-to-end product leadership across one or more assigned domains (Biodiversity, Heritage, Visitor, Corporate). This includes setting product strategy and vision, and leading delivery to protect and manage DOC's natural and cultural heritage and natural ecosystems.

The role operates at a portfolio level, with responsibility for product performance, direction and value delivery within the assigned domains. It brings together operational needs, user insights and technology delivery to guide prioritisation and investment decisions across portfolios.

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by the Code of Conduct.

Accountabilities

Accountability	Including
Product strategy and vision	Developing and maintaining product strategy, vision and roadmaps for assigned domain(s) that align with DOC's strategic priorities and user needs Leading prioritisation and investment decisions across the product portfolio, balancing operational needs, user insights and technology capability Engaging with business owners and stakeholders to define product outcomes, success measures and value propositions Championing a user-centred approach to product management, ensuring products and services meet user needs and support domain outcomes
Product performance and delivery	Owning end-to-end product performance, direction and value delivery within assigned domains Leading and guiding delivery teams to design, build and continuously improve digital products and services Monitoring product performance against agreed metrics, using data and user feedback to inform ongoing improvement Ensuring products are fit for purpose and sustainable, supporting the protection and management of DOC's natural and cultural heritage
Collaboration and relationship management	Working collaboratively with teams across DOC and contributing effectively to cross-functional teams Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations Representing DOC and coordinating cross-agency initiatives within area of responsibility
Work management and delivery	Delivering on tasks as set out in work plans, performance expectations, and task assignments Identifying critical issues and risks and ensure they are constructively raised and addressed Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Taking all practical steps to ensure your own safety and the safety of others

Capabilities

Capabilities required	
Specialist skills, knowledge, and qualifications	Tertiary qualification in business, information technology, or a related field, or equivalent practical experience Demonstrated experience in product management, including developing product strategy, roadmaps and prioritisation frameworks Sound knowledge of product management methodologies, tools and frameworks (e.g. Agile, Lean, Scrum) and the end-to-end product lifecycle Experience working in a portfolio or multi-product environment, balancing competing priorities across domains Strong analytical skills, with the ability to use data, user research and insights to inform decisions Experience engaging with a wide range of stakeholders to align product direction with organisational strategy Understanding of, or willingness to learn about, DOC's conservation, heritage and visitor management context
Collaboration, relationship building, communication and interpersonal skills	Interacts productively with a wide range of people Seeks and considers other perspectives Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational and wider context of role
Delivering results	Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Treaty Partnership	Understands where the Māori Crown relationship is important to DOC Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

Key working relationships

Internal	External
All of DOC including • Applications Owners • Managers • Directors • Deputy Director-Generals	Support vendors & partners Other Government agencies

Information Systems and Services Teams	
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You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).