

## Senior Products and Services Manager

<b>Reports to:</b>	Service Delivery Manager	<b>Position Status:</b>	Fixed Term – 12 months
<b>Business Unit:</b>	GNS	<b>Location:</b>	Avalon
<b>Department:</b>	Data Science & Geohazards Monitoring	<b>Date:</b>	June 2025
<b>Direct Reports:</b>	Nil	<b>Budget &amp; Delegated Authority:</b>	Nil
<b>Group:</b>	Science & Commercial Operations	<b>Career Step:</b>	Senior Specialist 1 / Band 8
<b>Job Family:</b>	Operations, Data & Technology	<b>Career Path:</b>	Specialist

### Purpose

The Senior Products and Services Manager manages the life cycle (development, performance, maintenance, and retirement) of products and service suites and, when applicable, ensures their integration into operations consistent with relevant architecture practice.

The role focuses on the GeoNet Programme, leading development & strategic oversight of the GeoNet products and services suites alongside contributing to programme leadership, management, and stakeholder engagement.

### Position Priorities and Responsibilities

#### Product Management

- Develop and maintain the high-level strategy, roadmaps, and lifecycle planning for products and services to meet evolving stakeholder needs.
- Align products/services with relevant technical and strategic frameworks and contractual commitments through oversight of design, development, integration, and performance of products/services.
- Provide high level advice (technical and/or strategic) to develop and negotiate service levels with internal and external stakeholders, ensuring performance expectations are appropriately maintained.
- Ensure products/services meet agreed development, service, and delivery targets through appropriate monitoring and reporting practices.
- Enable alignment between relevant products and services by working closely with Programme Leaders and Commercial and Business Partnerships team to assess feasibility, drive efficiency, and cross-functional delivery of products and services.

### Programme Leadership and Support

- Active participation in relevant programme leadership and management, including:
  - Develop and deliver necessary collateral for stakeholders and/or to meet contractual obligations.
  - Lead and support initiatives that facilitate smooth and effective programme management.
  - Support governance and assurance processes.
  - Support programme administration.
- Seek to connect and align programme projects and delivery teams with other internal and external opportunities.

### Capability Development

- Foster product lifecycle thinking and practices across programmes by partnering with Programme Leaders, subject matter experts, and delivery teams.
- Provide leadership and mentoring to Product Managers & Product Owners.
- Work with the Service Delivery Team, Product and Innovation Advisor, and others to support capability development within Data Science and Geohazards Monitoring Department, particularly in support of the GeoNet Programme.

### Relationship Management

- Maintain close liaison with key stakeholders and user groups of products and services across Aotearoa New Zealand to continually assess and improve outputs according to their needs.
- Foster both inter- and cross-organisational relationships to support alignment of product/services (e.g. identifying dependencies) and relevant product management practices.

### Responsibilities of all Employees

- Comply with all relevant Business Unit policies, procedures and frameworks, and act in line with the relevant Business Unit values.
- Contribute to our healthy and safe workplace by following Health, Safety and Wellbeing (HSW) expectations outlined in and integrated into our operational practices and HSW Frameworks, including undertaking HSW training and participating in health monitoring programmes relevant to your work.
- Work effectively as a team member by fostering good relationships and supporting others by providing coverage of other functions as required and ensuring workloads are evenly spread.
- Have the flexibility to adapt and develop as the company and its environment evolves.

### Key Working Relationships

Internal	External
<ul style="list-style-type: none"><li>• Service Delivery Team</li><li>• GeoNet Programme Leader and programme management group members</li><li>• Theme, Programme, &amp; Project Leaders</li><li>• Product &amp; Innovation Advisor</li></ul>	<ul style="list-style-type: none"><li>• Natural Hazards Commission</li><li>• Land Information New Zealand</li><li>• National Emergency Management Agency</li><li>• Ministry of Business Innovation and Employment</li><li>• Ministry of Foreign Affairs and Trade</li></ul>

Internal	External
<ul style="list-style-type: none"><li>• Commercial &amp; Business Partnership Team</li><li>• Managers and staff</li><li>• Science Systems Architect</li><li>• Product Managers &amp; Owners</li></ul>	<ul style="list-style-type: none"><li>• MetService</li></ul>

## Person Specification

### Qualifications and Experience

#### Essential

- A demonstrable interest in earth science, data, and geohazard resilience.
- Extensive project and programme delivery experience.

#### Desirable

- A qualification in applied geological sciences, engineering, or a closely related discipline, or equivalent work experience.
- A qualification in product management or related disciplines, or equivalent work experience.

### Skills, Knowledge and Attributes

- Technical- and/or science-minded – ability to build understanding of scientific and technical practices, systems, and processes, specifically those relevant to GeoNet.
- Product-minded – understanding of product management, product ownership, and/or delivery practices and methodologies, specifically those relevant to GeoNet.
- Sophisticated communicator – able to prepare complex materials and translate technical concepts between diverse technical and non-technical audiences.
- Critical analytical and strategic thinking skills, active learner.
- Practical execution and delivery skills – including planning, facilitation, organization, and time management skills; strong attention to detail. Understanding of programme management requirements (e.g. commercial contracting).
- Effective relationship building – strong interpersonal skills and proven experience working with diverse groups nationally and internationally. Able to navigate complex environments and manage competing demands. Curious, respectful, seeking to learn more to enable valuable two-way conversations.
- Outcome-oriented - desire for continual improvement in systems and processes to drive impactful outcomes.
- Bicultural commitment – including commitment to engaging with Māori, respecting Te Tiriti of Waitangi, and observing tikanga and kawa.