

# [Audience] Experience Owner

[Important: This document contains *template text* that is highlighted and set off by brackets. You should review and revise all the template text. The template text is in both the headings and in the body of the job listing.]

[In some cases, the template text tells you what to fill in. In other cases, it provides default content that you may want to revise. You should tailor this description to your organization and the role you want to hire.]

## About the role

Are you interested in [solving meaningful problems and transforming public services for constituents]? [Your organization or secretariat] is hiring an **[audience] Experience Owner** to [envision and build this audience's experience. Help them accomplish their goals, measure the quality of their experience, and ensure that their end-to-end experience is seamless]. In this role, you will advocate for [audience] and translate strategies into action across [policy, technology, processes, and more.]

This position is a [describe the role, e.g. "full-time", "contract"] role. The work schedule is [describe requirements, e.g. "Monday through Friday, 9 a.m.-5 p.m. eastern time, in a hybrid arrangement, with one day per week spent at the primary work location in Boston."]

## About [organization]

[Provide a summary of your organization to help applicants understand the role's context for the role.]

## What you'll do

You'll join [team] and work on [brief summary of projects or initiatives this role will work on. It should introduce the bullets below.]

## Responsibilities

- Develop a vision for the [audience] experience alongside key stakeholders, such as [product leads, researchers, and executive leadership].
- Implement the vision. Ensure that teams work together toward milestones. Coordinate across [research, design, policy development, operations, technology, procurement, legal, and more].
- Map and manage complex stakeholder groups. Act as primary point of contact for [initiatives and releases that affect this audience].
- Partner closely with [researchers and designers] to address key research questions, generate solutions, prototype concepts, and advocate for constituents' needs.
- Partner with stakeholders to understand policies, technology systems, business needs, and other constraints to inform the vision and roadmap
- Partner with IT to develop strategy for technology procurement and oversee vendor work
- Measure impact and prioritize improvements to the experience based on data

- Act as a change agent within [organization]. Advocate for agile development and data-driven decision-making.
- [Add any additional responsibilities that are critical for your work and remove any that don't fit your context]

## We'd love to hear from you if you have

- 7+ years of professional experience in product management or program management
- Experience leading multi-disciplinary teams and delivering complex implementations
- Experience launching new services and translating high-level strategy into actionable plans
- Demonstrated flexibility and patience in navigating highly regulated environments
- Experience managing work in complex stakeholder ecosystems
- Outstanding communication, facilitation, and organizational change skills
- Demonstrated ability to break work into smaller increments that focus on user needs
- Ability to anticipate and address roadblocks
- [Add any additional preferred skills and remove any that don't fit your context]