

**Mobile App Product Owner**

**Competition Information Booklet**

Please read carefully

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| **Position:** Mobile App Product Owner  **Grade:** Engineer Grade II  **Directorate:** Transport Technology  **Reporting to:**  Head of Ticketing Systems  **Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.  **Starting salary:** €73,961  Closing date for receipt of completed applications:  **12pm (noon) on Friday, 4th April 2025**  **Contact:** [careers@nationaltransport.ie](mailto:careers@nationaltransport.ie) |

The National Transport Authority is committed to a policy of equal opportunity.

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include the State’s rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

* Strategic planning of transport;
* Development of an integrated, accessible public transport network;
* Promoting cycling and walking;
* Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
* Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie)

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Mobile App Product Owner. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Transport Technology Department**

The NTA’s Transport Technology (TT) department consists of two teams. The *Transport Technology Systems Team* sources, develops and delivers new systems and enhancements, primarily via external suppliers, while the *Transport Technology Operations Team* ensures that the supplied systems are operated and maintained within agreed service levels, manages service delivery, and handles all incidents and outages with live systems.

The *Transport Technology Systems Team* is responsible for overseeing the delivery and subsequent enhancements of solutions across four principal areas: Ticketing – which includes TFI Go and Leap Top-Up mobile apps, Automatic Vehicle Location, Real-Time Passenger Information (RTPI) and National Journey Planner systems feeding the TFI Live mobile app. Currently the Transport Technology department is working on the Next Generation Ticketing (NGT) project, which will ultimately replace the successful Leap Card system and associated apps.

**The Role**

The NTA wishes to recruit a suitably experienced and qualified individual to the role of Mobile App Product Owner to act as the primary person responsible for the design of enhancements to one of more mobile apps within the remit of the Transport Technology Directorate. Reporting to the Head of Transport Technology Systems, the successful candidate will put the customer first and will be responsible for overseeing the design, enhancement, and ongoing improvement of one or more mobile apps developed by external suppliers on behalf of NTA.

The Mobile App Product Owner will be responsible for creating and maintaining the backlog of features and shall prioritise the features for delivery, taking into account NTA objectives. The successful candidate will work closely with internal stakeholders in driving the mobile app design, including Irish language support and accessibility compliance in collaboration with NTA’s accessibility team.

**Duties and Responsibilities**

The principal duties and responsibilities of the Mobile App Product Owner will include the following:

* Create and maintain the product roadmap(s) and prioritise the backlog of features;
* Write and review user stories for new features and enhancements;
* Ensure all new features and enhancements are comprehensive, unambiguous, aligned with NTA’s needs, and sufficient defined so that they can be implemented by external suppliers;
* Work with external supplier’s app development teams to improve usability and accessibility of mobile apps;
* Review and approve supplier deliverables, including prototypes, wireframes, and app releases;
* Engage with internal stakeholders (Customer Experience (CX), Information and Communication Technology (ICT), User Interface (UI)/User Experience (UX) Lead, Operations, etc.) to gather requirements and to define new features and enhancements for subsequent implementation by external suppliers;
* Work with the Transport Technology Test Team to ensure all new features and enhancements are understood and sufficiently documented for testing purposes;
* Gather user feedback, perform market research, and analyse app usage data to inform product decisions and backlog prioritisation;
* Work with suppliers to identify opportunities for performance optimisation, bug fixes, and feature improvements;
* Ensure that enhancements to the app/product meet expectations for usability, performance, and functionality;
* Ensure that app/product documentation is appropriately documented and maintained; and
* Work closely with Transport Technology Operations, including attending meetings to give updates about the roadmap and backlog and working with the Supplier Relationship Lead to ensure the app/product operates and is maintained within agreed service levels.

**Note:** The functions and responsibilities initially assigned to the position is based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.

**Essential Criteria**

**Please note: In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.**

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of an NFQ level 7 qualification in computing, engineering, information technology or a related technical discipline;
2. Have a minimum of 5 years’ recent satisfactory experience working in a product owner role overseeing the design of mobile app(s);
3. Have substantive experience in defining user stories and wireframes for implementation by mobile app developers;
4. Have substantive experience in requirements capture and analysis, and developing clear, concise, and comprehensive requirements for new features/enhancements; and
5. Have substantive experience in analysing user behaviour and using this insight to modify app features or design new features.

**Desirable Criteria**

**Please note: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.**

The ideal candidate will also:

1. Have experience as a product owner of an app that includes in-app payments via debit/credit card or mobile wallet;
2. Have experience analysing the use of various app features by end users and using such data to inform future enhancements;
3. Have experience of tools such as JIRA, Figma and Trello or similar; and
4. Have experience in working with outsourced app development teams.

**Remuneration**

**Salary Grade: Engineer Grade II**

**Salary Scale: €73,961, €75,651, €77,337, €79,031, €80,720, €81,169, €82,834, €84,562, €87,376 (LSI 1), €90,198 (LSI 2)**

**Personal Pension Contribution (PPC) rate.** This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

**€70,368, €71,980, €73,577, €75,189, €76,794, €78,399, €79,998, €81,620, €83,006 (LSI 1), €85,682 (LSI 2)**

**Non Personal Pension Contribution (non-PPC) rate.** This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

**Annual Leave:** 27 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

* entry will be at point 1 of the scale and will not be subject to negotiation;
* different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
* the rate of remuneration may be adjusted from time to time in line with Government pay policy

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**How to Apply**

Please submit your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to [careers@nationaltransport.ie](mailto:careers@nationaltransport.ie)with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Mobile App Product Owner; and
2. A comprehensive CV (not to exceed 3 pages).

Please note that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

**Closing Date**

**The closing date and time for applications is strictly 12pm (noon) on Friday, 4th April 2025. Applications received after the specified deadline cannot be accepted.**

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email [careers@nationaltransport.ie](mailto:careers@nationaltransport.ie).

**Mobile App Product Owner - Key Competencies**

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| **Team Leadership** | Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise |
| Provides clear information and advice as to what is required of the |
| Strives to develop and implement new ways of working effectively to meet objectives |
| Leads the team by example, coaching and supporting individuals as required |
| team Places high importance on staff development, training and maximising skills & capacity of team |
|  | Is flexible and willing to adapt, positively contributing to the implementation of change |
| **Judgement, Analysis & Decision Making** | Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors |
| Takes account of any broader issues, agendas, sensitivities and related implications when making decisions |
| Uses previous knowledge and experience in order to guide decisions |
| Uses judgement to make sound decisions with a well-reasoned rationale and stands by these |
| Puts forward solutions to address problems |
| **Management & Delivery of Results** | Takes responsibility and is accountable for the delivery of agreed objectives |
| Successfully manages a range of different projects and work activities at the same time |
| Structures and organises their own and others work effectively |
| Is logical and pragmatic in approach, delivering the best possible results with the resources available |
| Delegates work effectively, providing clear information and evidence as to what is required |
| Proactively identifies areas for improvement and develops practical suggestions for their implementation |
| Demonstrates enthusiasm for new developments/changing work practices and strives to implement these |
| Applies appropriate systems/ processes to enable quality checking of all activities and outputs |
| Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers |
| **Interpersonal & Communication Skills** | Builds and maintains contact with colleagues and other stakeholders to assist in performing role |
| Acts as an effective link between staff and senior management |
| Encourages open and constructive discussions around work issues |
| Projects conviction, gaining buy-in by outlining relevant information and selling the benefits |
| Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances |
| Presents information clearly, concisely and confidently when speaking and in writing |
|  | Collaborates and supports colleagues to achieve organisational goals |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others |
| Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work |
| Focuses on self-development, striving to improve performance |
| **Drive & Commitment to Public Service Values** | Strives to perform at a high level, investing significant energy to achieve agreed objectives |
| Demonstrates resilience in the face of challenging circumstances and high demands |
| Is personally trustworthy and can be relied upon |
| Ensures that customers are at the heart of all services provided |
| Upholds high standards of honesty, ethics and integrity |