

<b>POSITION TITLE</b>	Senior Product Manager
<b>POSITION TERM</b>	Continuing
<b>FUNCTION / DEPARTMENT</b>	Learning Solutions & Experience
<b>ANZSOG CAPABILITY</b>	Capability Level 3
<b>REPORTING MANAGER</b>	Director, Product
<b>No. DIRECT REPORTS</b>	0
<b>LOCATION</b>	Offices in Melbourne, Sydney and Canberra
<b>APPROVED BY</b>	Executive Director, Advisory
<b>APPROVAL DATE</b>	October 2025

## ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

In delivering on its mission of public governance that people trust, the school brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

## ABOUT THE POSITION

The Senior Product Manager has category-level ownership of a portfolio of online, in-person and blended learning programs, playing a key role in delivering contemporary, technology-enabled learning experiences that align with ANZSOG's 2030 Strategy.

This role ensures products are strategically positioned, evidence-informed, and commercially sustainable, delivering meaningful impact for public sector leaders and institutions. A major focus is on large-scale new product development and delivery, alongside ongoing program lifecycle management, innovation and continuous improvement.

The role leverages digital platforms, strong project management and deep learning design expertise. Working collaboratively across teams and with external partners, the Senior Product Manager ensures products remain relevant, impactful and aligned with ANZSOG's priority areas of focus in public governance: leadership development, policy impact, institutional and system design and First Nations and Māori perspectives and practice.

## ROLE-LEVEL ACCOUNTABILITIES

ANZSOG roles at this seniority level share the following accountabilities:

- **Operational Leadership:** Manage team operations aligned with strategic goals.
- **Team Development:** Support staff development and performance.
- **Project Oversight:** Lead complex projects and initiatives.
- **Stakeholder Engagement:** Build and maintain internal and external relationships.
- **Resource Management:** Monitor budgets and resource allocation.

## KEY RESPONSIBILITIES

### *Category Ownership & Product Strategy*

- Own the strategic direction, performance, and growth of a defined set of online, face-to-face, and blended learning products, accredited and non-accredited. Lead the full product lifecycle, maintain and refresh product roadmaps and use market insights to inform strategy and positioning.

### *Product Development & Delivery*

- Lead cross-functional teams to design and deliver high-quality, digitally enabled and in-person learning experiences, with a strong focus on exceptional learner experience for practitioners, emerging leaders and senior executives.
- Collaborate with faculty, learning designers and partners to co-create engaging, relevant content and ensure seamless delivery across all platforms and formats.

### *Commercial Performance & Market Engagement*

- Drive commercial outcomes through pricing, positioning, and client engagement. Identify new business opportunities and ensure market-facing value propositions are embedded in product communications.

### *Test-and-Learn & Continuous Improvement*

- Embed test-and-learn methodologies and use data-driven insights to drive product improvement.
- Collaborate with Growth & Impact teams to measure impact and inform future development.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

- Relevant tertiary qualifications and substantial experience in online and blended, accredited and non-accredited, education product management or related fields.
- Proven success in fast-paced, end-to-end product development and management within higher and executive education or professional learning.
- Strong commercial acumen, including product marketing, pricing and stakeholder engagement.
- Advanced project management skills and experience leading cross-functional teams and delivering complex initiatives.
- Deep knowledge of learning design, adult learning principles and academic compliance.
- Excellent communication, negotiation and influencing skills.
- Highly developed interpersonal skills, service orientation and ability to work collaboratively and autonomously in high-performing teams.
- Experience working with government agencies or public service organisations.

## **ANZSOG VALUES**

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.