



JOB TITLE:	Application Product Owner (National Resilience)
SALARY GRADE:	Grade 9
JE REFERENCE:	A455
DIRECTORATE:	Strategy and Performance
TEAM:	National Resilience
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35 per week
DIRECTLY RESPONSIBLE TO:	Application Development Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

Reporting to the Application Development Manager, the role of Product Owner will be responsible for establishing user stories / requirements and contributing towards design and process changes for the established National Resilience Application.

The National Resilience application is used by all UK Fire & Rescue Services to facilitate the strategic management and overview of nationally held resilience assets. It provides a managed information mechanism which allows key decision making to be based on accurate incident information during major national incidents.

The key areas of the application enable the logging of: major incidents; assets required and used; the availability, status and location of National Resilience assets; health and safety issues relating to asset use.

Using agile techniques, the role will provide system's analysis and define user stories / requirements and design which supports the development of the National Resilience Application.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

1. Work to in a timely fashion to gain detailed insight into the business processes of the National Resilience Assurance Team (NRAT), including the current and future needs / challenges.
2. Work with stakeholders to gain insight into potential improvements to existing application functionality.
3. Work in collaboration with NRAT to carry out requirements capture and gap analysis and be able to communicate interview notes effectively to the development team, both verbally and through Azure DevOps Services.
4. Shape high level ideas into meaningful user stories / requirements. Leading requirements gathering using a variety of approaches including workshop facilitation.
5. Prioritise user stories / requirements and processes in response to organisational needs.
6. Produce analysis documentation including business process maps, user stories, and other appropriate formats.
7. Produce and maintain the National Resilience Application development roadmap.

8. Contribute towards transferring user stories into storyboards and communicating these to the users.
9. Demonstrate new application features and gather feedback from the users.
10. Understand and identify potential for process improvements and impact on National Resilience.
11. Influence business change and business transformation.
12. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

Interpersonal & Communication skills

The post holder has an ongoing responsibility to motivate and/or train other members of staff using his/her leadership skills. Advisory, guiding, negotiating and/or persuasive skills are required regularly at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing. The information can sometimes be both complex and potentially contentious.

Responsibility for Supervision

The post holder is not required to supervise or manage any Authority employees. However the role occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

Responsibility for Financial Resources

The role involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

Responsibility for Physical Resources

The post holder's main responsibility for physical resources is for manual and/or computer information and he/she has to adapt, design, develop or procure information systems for use within his/her own service.

The post holder also provides advice and guidance on established internal policy related to the Authority's physical resources and this involves the interpretation of policy or procedures to meet specific circumstances.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with Courage

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with Integrity

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with Compassion

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

M Pomeroy 19/08/2026

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Application Product Owner (National Resilience)	Team:	National Resilience
Salary:	Grade 9	Directorate:	Strategy & Performance
JE Reference:	A455		

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	Educated to degree level or equivalent	D	PD
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	Experience of using Microsoft Office	D	A & I
	Experience of using Azure DevOps Services	D	A & I
	Experience of working on a project using the Agile methodology	E	A & I
	Experience of working with Fire Sector information management processes and applications	D	A & I
	Experience of gathering requirements for applications and converting them into user stories	E	A & I
	Experience of working with an application development team	D	A & I
	A strong understanding of the data dependencies inherent in having an integrated system	E	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Ability to understand what features and user stories need prioritising	E	A & I
	Strong written and oral communication skills	E	A & I
	Strong interpersonal skills	E	A & I
	Reacts to project / task adjustments and alterations promptly and efficiently	E	A & I
	Ability to defuse tension among users, should it arise	E	A & I
	Ability to bring project / tasks to successful completion through political sensitivity	E	A & I
	Tenacity	E	A & I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical and fitness standard required for the role	E	MFRS
	Basic/ Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS
	A full UK driving License	E	PD

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete
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