

POSITION DESCRIPTION

Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.

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| JOB TITLE: | National Product Manager – Cancer Navigation Program | DIVISION: | Cancer Navigation Service |
| LOCATION: | Sydney | STATUS: | Ongoing |
| REPORTS TO: | National Program Director | HOURS: | Full-time, 35 hours per week |
| AWARD: | | AWARD: <input type="checkbox"/> YES | AWARD: <input checked="" type="checkbox"/> NO |

Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's key strategic priority areas are research, prevention, support, policy, advocacy and sustainability. Our mission is to lead a cohesive approach to reduce the impact of cancer. At Cancer Council Australia, we have an enviable reputation for our commitment to Cancer research, and our values compassion, collaboration, trust, innovation and excellence guide everything we do.

A critical component of Australian Government's Australian Cancer Nursing and Navigation Program is the Cancer Navigation Service, which is being delivered by Cancer Council. It seeks to provide a simple point of entry into the support services offered across the sector, for those who don't already access the support they need. It focuses on scaling the availability of easy to access support services, improving equity, particularly among areas where cancer outcomes are worse than others, and preparing for a future where we expect more people to diagnosed with cancer and more Australians to be digitally savvy.

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Role Purpose

The National Product Manager is accountable for the overall Cancer Navigation Service (CNS) product, ensuring it meets user needs, integrates seamlessly across the technology stack, and delivers measurable outcomes for the Cancer Council Federation. The role provides clear product direction that balances strategic priorities with practical delivery, supporting a consistent and high-quality service experience nationally.

Representing the voice of stakeholders and end users, the National Product Manager translates strategic objectives into a structured, actionable delivery roadmap. This includes defining and prioritising requirements, guiding solution design, and ensuring each release is robust, accessible, and scalable for future program needs. Working closely with Project Managers and Product Owners, the role provides end-to-end leadership across the full product lifecycle to enable coordinated, timely, and continuously improving CNS releases.

The National Product Manager leads activity across key lifecycle phases: Discovery and Design (investigating user, stakeholder, and service needs and shaping a clear product direction); Development (refining requirements and partnering with delivery teams to build effective solutions); Testing and Validation (confirming releases meet agreed quality, safety, and performance standards); Deployment and Release (coordinating rollout and go-live to ensure smooth adoption); and Review and Iteration (assessing impact, incorporating feedback, and prioritising enhancements for future releases).

Acting as a central link between Cancer Council stakeholders, technical partners, stream Product Owners, and end users, the role ensures shared understanding and alignment throughout delivery. It requires the ability to navigate technical and non-technical perspectives, resolve competing priorities, and keep outcomes focused on a cohesive, user-centred product.

Primary Accountabilities

- Product Ownership & Delivery
- Maintain a clear product vision and roadmap for the CNS solution in alignment with program and organisational objectives.

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- Work with stream Product Owners and associated delivery partners through sprint planning, backlog refinement, prioritisation, and delivery.
- Ensure user needs are translated into clear requirements
- Consolidate requirements into a unified delivery pipeline to maintain the Program Roadmap.
- Ensure Products meet agreed standards and policies.
- Oversee UAT, QA, and go-live readiness, ensuring the final product meets stakeholder and user expectations.
- Ensure that architecture and builds follow best practice and are optimised for emerging technologies.
- Manage dependencies across streams to ensure cohesive, end-to-end delivery.
- Contribute to project plans, schedules, and deliverables in collaboration with the PMO and Platform Lead.
- Monitor progress and proactively identify and manage risks, issues, and dependencies.
- Track and report on project milestones, and outcomes.
- Monitor product performance to inform future enhancements.
- Leverage analytics to measure product impact on service delivery and client outcomes.

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Stakeholder Engagement & Governance

- Act as a key liaison between the technical teams and business delivery teams.
- Engage with Project Managers, Product Owners and Platform Leads to provide an overarching program prioritisation of requirements for inclusion in the backlog.
- Facilitate content approvals, design reviews, and stakeholder sign-off processes.
- Build stakeholder confidence through clear, timely communication and structured feedback processes.
- Serve as a trusted advisor, helping stakeholders understand and navigate delivery constraints and opportunities.
- Support the Platform Owners & Leads in ensuring governance processes are followed, including documentation, approvals, and risk management.

Technology Alignment & Quality

- Collaborate with the Enterprise Architect, Platform Owners & Leads, and Technical PMs to ensure integration and interoperability across systems.
- Work with the Enterprise Architect to validate that solutions meet technical quality, accessibility, privacy, and security standards.
- Work with technical partners to anticipate and mitigate risks across the delivery pipeline.
- Identify and resolve cross-product technical dependencies and potential technical blockers.

Other Accountabilities

Collaboration & Teamwork

Support a collaborative and inclusive delivery culture, encouraging innovation and shared ownership.

Assist with change management processes -managing scope changes and communications with stakeholders.

Work Health and Safety

- Follow all Cancer Council health and safety policies and procedures
 - Report all known or observed hazards to Manager or Supervisor
 - Take reasonable care at work to ensure your own and others' safety

Main Challenges

- Tight delivery timelines within a multi-year digital transformation program.
- Managing an extensive stakeholder group across Cancer Council's federated structure.

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- Coordinating multiple vendors and managing complex integrations across systems.
- Balancing competing stakeholder priorities within a federated governance model.
- Delivering an integrated product across complex technology architecture and organisational structures.

Key Relationships

Reports to: National Program Director

Works with:

- Navigation PMO
- Product Owners
- Program Delivery teams, Enterprise Architect and Project Managers
- Program Governance Groups including Advisory Groups
- Director of Engagement

Selection Criteria

Essential

- Education and experience in Health Services or a Health-Related Field.
- Understanding of health navigation, systems and services
- Demonstrated experience as a Product Owner/Manager Service Design Leadership roles
- Understanding of Agile methodologies, sprint planning, and backlog management.
- Proven ability to translate user needs into actionable product requirements.
- Understanding of client centered service delivery.
- Excellent communication and stakeholder engagement skills, with the ability to translate between technical and non-technical audiences and across multi-disciplinary teams.
- Ability to work across multiple projects simultaneously and prioritise effectively.
- Strong understanding of web accessibility, performance, quality and privacy standards.
- Excellent organisational, time management, and problem-solving skills.

Desirable

- Experience in the not-for-profit or public health sector.

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- Experience managing UAT and large-scale web launches.
- Experience working with development and IT partners to brief and specify technical work.
- Experience researching and implementing digital trends and innovations.
- Understanding of and commitment to the not-for-profit sector.

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