



Product Manager



Money[®]

About Post Office Management Services

POMS is a customer focused organization that relies on the Post Office Money brand, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POMS is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POMS – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, Commit.

The basics

Job Title:	Product Manager
Post Reports to:	Head of Product
Division:	Product
Budget Responsibility:	
Number of Direct Reports:	
Location:	Finsbury Dials

The purpose of the role

The PM purpose is to ensure the smooth delivery of our 18/19 budget delivering a blend of product, commercial & customer initiatives. The PM will assist the Product delivery manager in owning our demand pipeline ensuring the tech team have the latest requirements on time every time

Principal accountabilities

Innovation delivery

- Assisting the test lead & PDM to develop our UAT testing strategy, sense checking all test cases and principles to ensure requirements are delivered Accountable for the integrity of the product range.
- Own all UAT testing
- Provide insight, knowledge, oversight and approval to business requirements being fed into the change demand pipeline, agreeing associated benefits, success and test acceptance criteria
- Act as the travel SME into all change activity
- Work with internal teams to improved customer retention though off/online marketing bringing your industry and product knowledge to drive performance
- To maximise the sales & profit potential of Travel insurance through commercial understanding of product, customer and internal capabilities, whilst maintaining the brand image and not compromising total company profits.

Develop and Manage Strong Relationships

- Develop and maintain excellent working relationships with key internal, external and third party suppliers and the respective areas in POMS.
- Work closely with the Head of Product to develop individual product propositions in line with the overall strategy.
- As required, represent the Head of Product in key internal/external meetings.

Qualifications, experience and skills

Knowledge & Experience required

- Proven experience in product management/development within a financial services environment.
- Good understanding of the complete marketing mix (brand, comms, PR, etc).
- Proven project management skills to deliver complex projects on time and to budget.
- Proven ability to create and sustain positive relationships with 3rd party suppliers.
- Proven ability to manage teams/people outside of direct control.
- Experience of a significant branch network and online channels.
- Market and product knowledge and a basic understanding of the commercial components of individual products.

Qualifications required

- Degree level qualification or comparable work experience

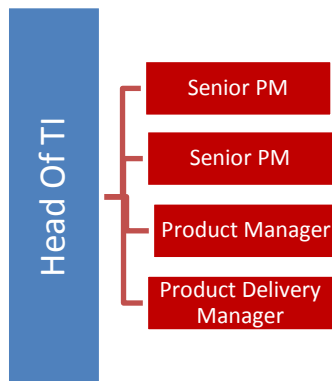
Skills required

- Resilience & tenacity
- Numeracy skills
- Decision making
- Excellent communication, both written and oral
- Proven record of managing multiple tasks at one time
- Strong influencing skills – working with colleagues and partners to deliver joint objectives

- Strong team skills – able to work easily & naturally with colleagues across the business, and managing the different priorities of third-parties versus internal
- Capable at working at all levels and especially with third-party relationships

Where does this role fit in with the rest of the team?

Travel Insurance



IT permissions

Please note that the following section is to be completed by the Line Manager (*deleting any on the list that are not applicable and inserting any not already included*):

IT permissions	
Job Role	Product Manager
IT Equipment	Laptop, mobile phone; Desk top computer, Monitor, Keyboard, Mouse, desk phone
Applications	Microsoft Office 365, email account, SAP ESS; Employee Interaction Centre, Success Factors (L&D); Sharepoint, Opus Trust (payslips), Capita (travel), Reward site (benefits), Skype for Business, Lync 2013, Adobe Reader, Adobe Flash Player, Adobe Shockwave, Adobe Flash
Software Access	Duck Creek,
Other System/Application	HR Cascade
Approved by [System Owner]	
Job Title [System Owner]	
Date	