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| **POSITION DESCRIPTION** |



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| **Created / Revised** | August 2022 |
| **Position title** | **Product Manager** |
| **Division** | Customer Enablement |
| **Department** | Products |
| **Reports to Position** | Senior Manager, Product Management |
| **Direct Reports** | No |

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| **Our culture and values** |
| We have a clear strategy and important work in place to become Australia's bank of choice.Our values of **teamwork**, **integrity**, **performance**, **engagement**, **leadership** and **passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially**; **move fast to help customers achieve their goals**; **recognise people for their impact**; and **actively challenge the status quo**.Together, we’re creating a culture we can continue to be proud of; one that will help us reach new heights. |

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| **ROLE PROFILE** |

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| **Your division, your team** |
| Reporting to the Chief Operating Officer, the Customer Enablement function comprises those teams whose predominant focus is on enabling our customer facing roles in their support of customers. With a strong focus on contributing to the Group’s productivity targets, the ultimate purpose of the function is to ensure our front line staff, partners, digital platforms can deliver an experience consistent with our targeted customer value proposition.The Product team are responsible for the design, development and management of products across customer segments. This includes the following areas of focus:* Product Strategy
* Product Development
* Product Management
* Pricing Analysis
* Portfolio Management
* Portfolio Forecasting

Product related data and information from internal and external sources will be leveraged to assist the Products team in determining the changing trends and future needs of Bendigo and Adelaide Bank customers, enabling us to achieve our vision of being Australia’s Bank of choice. |

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| **The purpose of your role** |
| The Product Manager role has a specific focus on Product Strategy, Product Development & Product Management areas of the product function.The role is responsible supporting the Senior Manager with the design, development, management and performance of Product portfolios (including lending & deposits) across relevant customer segments (including Consumer, Business & Agri). The Product Manager will ensure products are aligned to business strategy and operating within the Bank’s risk appetite. |

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| **Your core relationships** |
| The role will report directly to Senior Manager, Product Management role and will form a key part of the Product Management teams.  |

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| **KEY ACCOUNTABILITIES** |

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| **What you’re accountable for** |
| **Product Strategy** | * Provide accurate and relevant market intelligence to the team to assist in decision making
* Contribute to the development of product strategy within the relevant customer segment
* Engage with all channels such as branch, mobile, online, social and phone and assist the Senior Manager in developing segment specific product strategies
* Identify opportunities to improve product/segment performance
* Undertake regular product reviews in line with the product lifecycle framework
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| **Product Management** | * Manage the relevant customer segment products in accordance with the requirements of the Product Lifecycle Framework, including implementation of approved pricing changes
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| **Product Development** | * Ensure that the Product lifecycle framework is followed, developing ideas and initiatives
* Prepare business cases for approval of new or enhancements to products or solutions and present to the Senior Manager and Head of Products & Analysis
* Constantly review products, processes and policies to capture and implement opportunities for incremental improvements in line with the product lifecycle framework
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| **Risk Management**  | * Ensure work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to line management
* Monitor the regulatory landscape to identify potential impacts to products or processes
* Actively support the Risk Specialist to investigate root causes contributing to risk issues and events
* Be a part of an effective risk management culture within the team by ensuring that you manage your own personal responsibilities for risk
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| **Problem Solving & Analysis** | * Ability to work through complex problems and provide solutions and recommendations
* Ability to draw concise recommendations from the analysis of data
* Participate in cross functional teams as a subject matter expert for projects and production issues
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| **Relationship & Stakeholder Management** | * Demonstrate the ability to effectively influence the thinking and actions of others
* Contribute to the development of fellow team members and provide constructive feedback to the team
* Demonstrate motivation and enthusiasm to promote teamwork both within the team and more broadly in the organization.
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| **Your knowledge, skills and experience** |
| **Knowledge & skills** | * Knowledge and understanding of banking products and services
* Well-developed problem-solving abilities
* Strong team player possessing relationship management skills
* Ability to prioritise competing requests with an organised and proactive approach to work
* Strong analytical skills
* Innovative and lateral thinker
* Professional attitude and work ethic
* System Knowledge- RFS, LINX, Excel/Access
* Strong verbal and written communication
* Highly adaptable with ability to grasp new concepts quickly
* Sound understanding of legal and regulatory environment for Financial Services
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| **Relevant experience** | * Experience in product management and development
* Demonstrated experience in developing strong working relationships with key stakeholders
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| **Your qualifications and certifications** |
| * Tertiary qualifications in Finance, Economics, Accounting or Law (desirable)
* Post graduate general business or finance qualifications (desirable)
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| **Risk responsibility** |
| Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to appropriately. |

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| **CAPABILITY PROFILE** |



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| **Key people capabilities** |
| **Communication** | **Results Focus** |
| **Relationships** | **Commerciality** |

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| **People capability profile** |
| **Relationships** | **Results Focus** | **Grow Self** | **Role Expertise** |
| Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others. | Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning. | Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others. | Maintains role-specific standards and applies knowledge, skills and experience on-the-job. |
| **Intermediate** | **Intermediate** | **Intermediate** | **Intermediate** |
| **Communication** | **Execution** | **Grow Others** | **Customer Focus** |
| Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story. | Makes well-considered decisions, plans and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable. | Develops others by sharing feedback, recognising and celebrating outcomes. Connects with others to guide, empower and inspire. | Identifies customer goals, makes relevant recommendations and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer. |
| **Intermediate** | **Intermediate** | **Foundational** | **Intermediate** |
| **Partnering** | **Innovation** | **Future Ready** | **Commerciality** |
| Acts with intent to build sustainable partnerships with customers, community and stakeholders to deliver shared value and achieve business outcomes. | Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences. | Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces and promotes change to achieve our vision for today and tomorrow. | Applies understanding of finance, risk, people and customer for decision-making to deliver business sustainability. Takes appropriate risks and acts in the best interest of the Bank. |
| **Intermediate** | **Intermediate** | **Intermediate** | **Intermediate** |

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| **Role motivators** |
| **Motivator** | Impact |
| **Motivator** | Challenge |
| **Motivator** | Growth |