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| Role Information |  | | |
| **Role Title:** | Product Specialists Motor Tribe | | |
| **Function:** | Consumer Insurance | **Area** | Motor Tribe |
| **Pay Band:** | Fixed Salary 4 | **Employee Level** | Team Member |
| **Role Reports to (role title):** | Enter the role this role reports to | | |
| **Ways of Working:** | Suncorp supports flexibility in how, when and where work is conducted. All employees are encouraged to consider how flexibility could apply to their role (where business needs permit). | | |

Role Specification

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| **Objective of the Role** |
| The objective of the role is to work within a team to deliver a ‘world leading’ customer experience.  The Product Specialist role Digital Sales Experience is responsible for managing the effectiveness of the business critical asset within Motor (e.g., Make a Claim, My Claim Manager, ClaimsCenter, Automation & AI) |
| ***Being @ Suncorp Behaviours – All Team Members*** |
| * Understands role requirements, achieves quality and timely outcomes, and strives to do better * Delivers on commitments being genuine and direct and ensuring fair outcomes for all * Works through challenges and raises risks to achieve results * Listens to customers, speaking up on their behalf and takes action to deliver the right outcome * Finds different ways to perform work and identify new solutions * Adapts to change, willing to pivot around business needs and learns from experiences * Assists others, shares knowledge and strengths, taking ownership of team goals * Invites different views and experiences to create diverse perspectives * Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all |
| ***Key Accountabilities*** |
| **Performance & Strategy**   * Provide business expertise of the allocated asset – Leads the planning of their initiatives/product/brand area. * Apply the appropriate governance frameworks and methodologies to ensure the successful design and delivery * Actively works to find opportunities (includes a robust test and learn plan) to ensure optimisation and continuous improvement throughout the year, demonstrating incremental learnings. * Delivers initiatives into production, with a focus on robust execution – including ensuring acceptance criteria are appropriate and proactively fulfilling UAT, PVT and release day activities. * Addresses production issues with a sense of urgency around remediation. Ensuring outages or issues are limited in duration, and where necessary IRIIS are resolved efficiently. * Clear definition of scope, key deliverables and outcomes that are aligned to business needs * Support gaining appropriate approvals and endorsements * Familiarity with agile/momentum methodologies and the ability to work closely with cross-functional squads and Tribes.   **Relationship/Stakeholder management**   * Work collaboratively across Motor value chain to achieve integration opportunities aligned to business strategy. * Work with stakeholders at various levels of the organisation, with demonstrated ability to influence better (customer, productivity and risk) outcomes. * Communicate regularly with stakeholders to champion the Tribes plans, achievements and learnings.   **Risk & Compliance**   * Demonstrate an understanding of risk frameworks and promote visibility of potential operational/technical risks. * Support the management of risk principles, systems and development of governance frameworks to implement remedy actions and improvements as well as monitor outcomes |

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| **Key Stakeholder Relationships** |
| * Motor P&P Teams * Motor Tribe * Technology & Operations * Customer Experience * Motor Claims Customer * Customer Service * Digital Customer Teams * Home Tribe |
| Person Specification |
| **Key job requirements** |
| ***Qualifications (indicate whether mandatory or desired)***   * Tertiary qualification in Business - preferably in Business, Commerce, Information Systems or related disciplines (Desired) * Technical and Financial Services industry experience (Optional).   ***Experience (minimum type and level of experience to perform the role)***   * 2+ years’ experience in project or initiative delivery   Experience or exposure in Technology assets across Suncorp |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| Customer experience   * Strong delivery experience * Analytical skills, structured thinking, and problem-solving ability * Critical thinking to solve customer problems.   Technology experience   * Experience in Technology delivery best practices   Communication   * Strong written and verbal communication skills * Excellent consultation, influencing and negotiation capability |

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| **Prepared by:** | Anita Woodhall  Digital Experience Manager Motor Claims | **Date:** | 31/01/2024 |
| **Approved by:** | Celeste Philander  EM Motor Transformation & Enablement | **Date:** | 31/01/2024 |