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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
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| ***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
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| 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 |