|  |  |
| --- | --- |
| Role Information  |  |
| **Role Title:** | Product Owner (ClaimsCentre )– Motor Tribe  |
| **Function:** | Consumer Insurance | **Area** | Motor Tribe  |
| **Pay Band:** | Fixed Salary 5 | **Employee Level**  | Firstline Leader  |
| **Role Reports to (role title):** | Claims Experience & Operations Manager  |
| **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

|  |
| --- |
| **Objective of the Role** |
| The Product Owner is accountable for overseeing the enhancement pipeline, system maintenance, and effectiveness of business-critical assets within ClaimsCentre. The position plays a critical Product Owner role, virtually leading relevant technology squads within the Motor Tribe and ensuring they are focused and enabled to deliver outcomes aligned with the Motor end to end strategic objectives. |
| ***Being @ Suncorp Behaviours – All First Line Leaders*** |
| * Provides clear expectations, makes decisions and holds teams accountable for high performance against agreed targets
* Acts with honesty and integrity, addresses issues and treats others fairly
* Manages risk and empowers the team to deliver results
* Supports the team to act in the best interests of our customers through genuine interactions
* Challenges the status quo by supporting digital advancements and innovative solutions to new ways of working
* Promotes flexible work practices, forming teams rapidly to deploy solutions for ever-shifting demands
* Models team work, leverages and manages team's strengths to deliver results and support others
* Builds teams that prosper from diversity of ideas and approach and celebrate inclusivity
* Creates an environment where safety and wellbeing is prioritised and actioned and people are motivated towards meaningful work and common goals
 |

|  |
| --- |
| ***Key Accountabilities***  |
| **Performance and Strategy*** Lead a cross-functional squad within Motor Transformation & Enablement (Motor Tribe), ensuring the squad is focused and enabled to deliver outcomes aligned to the Motor Insurance strategic objectives.
* Accountable for ensuring successful delivery and implementation of solutions including appropriate acceptance criteria, testing practices (UAT/PVT) and release day activities.
* Maximising the value of the work delivered by the squad, ensuring the squad is enabled and empowered to design and deliver effective, high-value solutions.
* Accountable for prioritising the squad backlog with consideration to business objectives, customer needs, regulatory and risk obligations
* Gather, analyse and refine requirements and acceptance criteria in collaboration with stakeholders, squad and border project team.
* Represent the business in technology, enhancement and defect prioritisation, and acts as a key contact point for relevant system incidents.
* Understand constraints and dependencies and work proactively in collaboration with business stakeholders, Motor T&E leadership and other POs to manage effectively
* Provide clarity to squad members, maintaining squad mission-focus and actively representing the needs of Motor Insurance and our customers.
* Maintain appropriate oversight of a portfolio of initiatives and provide regular status updates to stakeholders as required, including producing and showcase features to support deliverables

**Relationship/Stakeholder Management*** Act as the primary liaison between stakeholders, customers, squad and project team ensuring alignment and transparency throughout the delivery/product lifecycle
* Collaborate with Motor T&E leadership and other Product owners to understand value opportunities and alignment across the Tribe, maximising efficiency and value
* Collaborate and build strong relationships with customers to match the right solution to each customer’s needs – placing the customer at the heart of decisions.

**Risk & Compliance*** Proactively consider, identify and manage risks, issues and blockers. Actively demonstrate and promote strong risk maturity and awareness.
* 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.
 |
| **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 (Mandatory)
* Digital and Financial Services industry experience (Optional).

***Experience (minimum type and level of experience required to perform the role)**** 3+ years' experience in the Digital domain across Design/UX, Conversion, and digital best practices.

3+ years' experience in Customer experience management.2+ years experience in project or initiative delivery  |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Business acumen – advanced commercial acumen with strong knowledge and understanding of key business drivers.
* Technical knowledge – mature technical literacy and understanding of Motor assets, comfortable with articulating, managing and developing technology solutions to support business processes.
* Data literacy – strong data literacy with the ability to articulate and understand data sources and constucts, analytical methods and techniques.
* Analyitical and critical thinking - advanced critical thinking with the ability to analyse information, identify key issues and develop in-depth actionable insights to drive performance improvement.
* Communication - strong communicator with the ability to tailor communication to the audience to articulate complexity.
* Time management – autonomous prioritisation of work and ability to manage business activities to achieve individual and team goals within specified timeframes.
* Stakeholder engagement and Collaboration – ability to build constructive partnerships and working relationships with key internal and external stakeholders.
* Negotiation and influencing – ability to negotiate and influence stakeholders including senior leadership to achieve business objectives.
* Adaptability – adaptable and responsive to a fast-paced operating environment within a continuously changing landscape.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepared by:** | Anita Woodhall Claims Experience and Operations  | **Date:** | 4/06/2024 |
| **Approved by:** | Enter name Enter position title | **Date:** | Enter date |