|  |
| --- |
| **POSITION DESCRIPTION** |

|  |  |
| --- | --- |
| **Position title** | Head of Business Design & Product Ownership |
| **Division** | Business Banking  |
| **Department** | Business Customer Transformation |
| **Direct Reports** | Yes (approx. 6 permanent employees, flexing up with fixed term contract resources and consultants as required to execute on approved initiatives) |

|  |
| --- |
| **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. |

|  |
| --- |
| **ROLE PROFILE** |

|  |
| --- |
| **Your division, your team** |
| The Bank is in the midst of an enterprise-wide transformation, and as part of this, the Business Banking division is pursuing a range of opportunities to improve the business customer experience, our management of risk, the efficiency of our business model and our financial contribution to the Group. The Business Customer Transformation Team provides a critical connection between the business and enterprise transformation delivery teams or charters. The Team is responsible for:* Bringing the business customer to the transformation program;
* Identifying opportunities to shape initiatives and charters to deliver enterprise value;
* Facilitating business input and resourcing to charters, programs and initiatives and support the business in navigating the flow of ideas into initiatives;
* Ensuring that delivery is prioritised and sequenced in the optimal way to deliver as quickly and effectively as possible, taking both an enterprise and divisional view;
* Providing visibility of the opportunities and constraints so the business can make informed decisions;
* Acting as an escalation point to help resolve roadblocks;
* Setting the business up for success to land initiatives in a way that realises maximum ROI.

The Team is the main touchpoint for the enterprise Transformation Management Office (TMO), which is responsible for shaping Group-wide business demand, leading business design, pressure testing charter and initiative objectives, outcomes and benefits, providing 'light but tight' governance of charters and helping the ExCo make trade-off decisions across charters. ​ The TMO provides air traffic control to monitor and sequence initiatives, as well as transparency of progress towards outcomes required to successfully execute our strategy.  |

|  |
| --- |
| **The purpose of your role** |
| The Head of Business Design & Product Ownership will work closely with the Business Customer Transformation Business Owner, leading a team of design professionals and product owners to support shaping, delivery and adoption of transformational change initiatives across the division. This role will work closely with the business and enterprise Technology & Transformation functions to:* Build and embed product ownership capacity and capability.
* Hold the vision for business and product outcomes to assist with identifying what is important and of business value.
* Drive the divisional contribution to enterprise annual and periodic planning activities to understand business investment priorities and extract initiatives from business strategies.
* Shape business demand and draw strategic linkages to ensure alignment of recommended investments with the overall target operating model and investment slate appetite.
* Pressure test charter and initiative objectives against the desired vision for business / product outcomes.
* Lead product owners to contribute to final business design through strategic planning, shaping and delivery phases, articulating business demand in the form of actionable initiative canvases and business cases.
* Coordinate and contribute business SME knowledge to technical solution design and alignment, delivery planning, business capacity planning and overall cost estimation for initiatives and charters.
* Embed a human centred / design thinking approach to problem solving and solution design.
* Facilitate ideation and contribute to the extension and development of enterprise business and technology architecture in support of divisional and enterprise strategy.
* Provide value assurance to link delivered capabilities back to overall strategy.
 |

|  |
| --- |
| **Your core relationships** |
| The Head of Business Design & Product Ownership will report to the Business Customer Transformation Business Owner. They will work closely with members of the Business Banking Leadership Team, Charter Leads, Delivery Leads and Product Owners, architecture team, change and org design team, Finance TMO team and peers from Technology & Transformation. |

|  |
| --- |
| **ROLE ACCOUNTABILITIES** |

| **What you’re accountable for** |
| --- |
| **Leadership** | * Build and lead a high performing team, coaching the team to build capability in business design and product ownership
* Support the Transformation Business Owner in establishing a strong learning and feedback culture within the Business Customer Transformation Team to ensure the team continues to evolve practices and build capability
* Provide thought leadership and advice on business design as it relates to business customers across the Transformation program
* Provide business knowledge and expertise, coaching and advice to product owners, Charter and Initiative Leads through planning and shaping phases
* Provide Agile coaching to the Business Banking Leadership to build the understanding of the team of Agile practices for more effective achievement of outcomes
 |
| **Strategic Planning, Demand Management & Investment Management** | * Drive the transformation strategic planning process for the Business Division, utilising expert knowledge, skills and experience and working closely with the Transformation Business Owner, planning and engagement leads and enterprise TMO to influence and shape business demand; translating the Business Division’s strategic objectives into plans and initiatives to realise outcomes
* Support the Transformation Business Owner in preparing for and contributing to key demand shaping and prioritisation forums e.g. Front Door Forum, Business Design Authority etc.
* Provide guidance to the team and key business stakeholders to ensure the right initiatives are recommended for ideation, shaping and into delivery
 |
| **Business Design and Product Ownership** | * Act as the custodian of the target business design, service blueprints and architecture for the Division and ensure output is aligned to the enterprise target state
* Collate opportunities for improvement and transformation sourced from staff, customers, partners and the market and use these to inform the vision for business and product outcomes
* Ensure business and technology delivery stakeholders are engaged and aware of business customer priorities and target state
* Embed a human centred / design thinking approach to problem solving and solution design
* Prioritise the application of scarce business resources to the highest value opportunities
* Engage supplementary business resources internally/externally to support execution of approved and funded initiatives as required
* Contribute to enterprise ideation and design thinking capability
* Shepherd ideas from planning into shaping up until delivery
* Facilitate workshops with a large number of cross functional stakeholders to ideate and solve for complex problems and opportunities and obtain input and alignment on design and solutions
* Work with the HO of Planning & Engagement and other business resources in the shaping of ideas from planning into shaping up until delivery stage of the lifecycle
* Lead targeted design activities as required during delivery stages of larger/longer term initiatives to iterate and build-out more detailed design
 |
| **Business relationships** | * Build effective relationships across the organisation and with external networks
* Develop and leverage strong relationships with Corporate Strategy, Transformation Business Owners across the enterprise, Charter Leads and other key senior stakeholders to effectively shape and influence business decisions and resolve issues.
* Develop and leverage very strong relationships with the Business Banking and Technology & Transformation Leadership teams, Transformation Delivery team members, Technology leaders and other key stakeholders involved in supporting the execution of the Transformation program to influence outcomes and resolve issues.
* Foster collaboration across key business, Finance and Technology & Transformation relationships and build trust to generate better outcomes
* Role model excellent interpersonal style, integrity and professionalism
 |

|  |
| --- |
| **Your knowledge, skills and experience** |
| **Knowledge & skills** | * Strong knowledge and understanding of business banking and the needs of business customers.
* Strong knowledge of financial services and banking industry, financial services products, services, channels, competitive dynamics and customer behaviour trends
* Strong knowledge of Bendigo and Adelaide Bank, its business and operating models and frameworks, target customer segments, strategic objectives and plans
* Strong knowledge of the Bank’s organisation structure, business owners and key influencers and strong networks and relationships across the Group in order to effectively influence to achieve the right enterprise outcomes and debottleneck
* Working knowledge of the Bank’s IT architecture and technology platforms and applications
* Strong strategic planning, consulting, business design, design thinking, customer experience, agile coaching and facilitation skills and an ability to think creatively and laterally to design out appropriate solutions that are desirable, viable, and feasible.
* Strong verbal and written communications skills
* Strong Microsoft Office skills including Excel, Word, PowerPoint, online workshop/facilitation tools e.g. Mural and Teams
 |
| **Relevant experience** | * Minimum of 10 years’ post-qualification experience in a commercial environment
* Minimum 10 years’ experience in financial services, ideally in the banking industry
* Preferred 5 years’ experience in consulting
* Demonstrated experience leading strategic planning, business design and customer experience functions and/or initiatives
* Demonstrated experience in working in a large, complex and commercial environment
* Demonstrated experience in successfully influencing senior stakeholders
 |

|  |
| --- |
| **Your qualifications and certifications** |
| * Minimum Bachelors degree in Commerce/Business/Accounting or related discipline
* Ideally qualifications in Agile
 |

|  |
| --- |
| **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 appropriately. |

|  |
| --- |
| **CAPABILITY PROFILE** |

|  |
| --- |
| **Key people capabilities** |
| **Execution - Advanced** | **Relationships – Advanced** |
| **Innovation - Advanced** | **Grow Others - Advanced** |
| **Results Focus - Advanced** | **Communication - Advanced** |

|  |
| --- |
| **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. |
| **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** |
| **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. |
| **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** |
| **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. |
| **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** | **PROFICIENCY LEVEL** |

|  |
| --- |
| **Role motivators** |
| **Challenge** | Performing mentally stimulating work, solving complex and/or unfamiliar problems, stretching self intellectually. |
| **Pressure** | Working under time pressure and demanding deadlines. |
| **Leading others** | Working to improve and advance the skills, knowledge and performance of others. |