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| **ROLE Title:** | Product Operations Manager | | **DAte:** | | June 2024 | |
| **GRADE:** | D | | **Business Unit:** | | [ Insurance ] | |
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| **Role** | | **Need to Do** | | **Need to Know** | | **Need to Be** |
| **Role Purpose**:  As Product Operations Manager you will play a key role in establishing strong connections between RAC Insurance and the front-line operations, across multiple 3rd party partners/suppliers and across the RAC. With our Product Managers, you will lead the partner development of new features, improve existing features and customer journeys, and shape product processes through the change process. This role is also responsible for managing key 3rd party operational relationships, planning and service levels.  **Role Dimension:**   * You’ll review and analyse MI across various operating models and interpret / summarise to support product decision making. * Manage relationships, operational performance, and action plans across various operating models. * Use your deep understanding of product operations to quantify impacts in future product development. * Help shape product operations (now and future), solving conceptual problems along the way. * Responsible for identifying opportunities to improve the online/offline customer experience through regular reviews of MI. * Use MI across key touchpoints inc. sales, service, renewal, and complaints, to develop necessary action plans and feed the ‘so what’ into governance forums. * Have a continuous deep understanding of channel performance inc. contact centre, online, webchat etc, feeding into the relevant forums. * Activities carried out both in-house by RAC, and externally by business partners.   **Reports to:**  Head of Journey and Customer Experience  **Relationships**  **Internal:** RAC SLT, marketing, legal, compliance, IT, finance, pricing, operations plus other divisions where required.  **External:** Various RAC customers, partners and distributors  **Committees / Forum Memberships:**  Product and Propositions Forum; Customer Committee; Complaints Action Group; and various forums as required. | | * Assume role as SME for product operations. * Product Operational MI - Review, interpret, report and act – feed status and action plans into product governance and relevant committees. * Proactively engage stakeholders to identify and deliver continuous improvement (processes, outcomes, efficiency.) * Ensure E2E product operations are documented, regularly reviewed, and maintained for business continuity / memory. * Operate as a conduit between the RAC Insurance and outsourced operations. * Use data and insights to develop benefit cases for initiatives that deliver better customer and business outcomes. * Support delivery of actions coming out of audits, second line monitoring, committees, and product reviews. * Adopt the ‘voice of the customer’ to champion change that delivers better customer outcomes. * React quickly and effectively to own and resolve any product or performance issues that arise. * Monitor and assess NPS feedback and customer surveys to identify opportunities to improve the customer experience and identify any failure points. * Identify and log incidents as per the incident management process, working with key stakeholders. * Work with the product team to ensure products are designed and optimised to meet the changing needs of customers. * Influence 3rd party operations leaders to deliver performance improvement in all aspects of the customer lifecycle. * Maintain strong awareness of key competitor product and proposition developments, market trends and upcoming regulatory priorities that may impact RAC Insurance. * Support the wider product team with the delivery of key initiatives and strategic objectives. * Play a key role in ensuring operational input into new product development, the product roadmap and strategy. * Identify gaps and/or opportunities for improvement in reporting / commentary across the operation and take the necessary action to resolve | | **Knowledge**   * Strong knowledge of the general insurance industry including regulatory requirements preferred. * Knowledge of product operations across contact centre, technology, and broader customer journeys. * Strong understanding of personal lines insurance products, operating models, and trading dynamics. * Good understanding of continuous improvement models and methodologies.   **Experience**   * Relevant experience in product operations gained from working within financial services, ideally with a personal lines broker and / or insurer. * Experience working / influencing in an outsourced model. * Cross functional working within a large organisation. * Deliver at pace in a high-pressure environment.   **Skills**   * Highly organised / attention to detail * Analytical (MI, trends, reporting) * Stakeholder management * Good negotiator * Project management * Creative & proactive * Product understanding   **Qualifications/FSA:**  Relevant Compliance or General Insurance qualifications (e.g., CII) desirable but not essential | | **Key Competencies**   * Achievement Drive (L3) * Building Relationships (L3) * Judgment and Decision Making (L3) * Commercial Awareness (L3) * Continuous Improvement (L3) * Developing Self and Others (L2) * Interpersonal & Influencing Skills (L3) * Specialist Knowledge * Customer Focus (L3) * Leading Change (L3) * Team Working (L3)   **Values**  Handle it Together  Exceptional Service  Raise the Bar  Own it |