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| **ROLE Title:** | **Senior AI Product Manager** | **DAte: DECEMBER 2024** |
| **GRADE:**  | **E** | **BUSINESS AREA: pRODUCT AND tECHNOLOGY** |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role purpose**This role will ensure we achieve a set of agreed outcomes across a substantial program of work, by creating and then delivering a roadmap with a continuous focus on quality, pace and the accurate measurement of impact. The role will focus will on optimising resource deployment (patrols, flatbeds and contractors) using cutting-edge predictive and prescriptive AI models, Data Science and Machine Learning to improve operational efficiency, reduce costs, and enhance customer satisfaction through "right first time" service delivery.**Role Dimension****Financial*** Work within a broader team accountable for the delivery of agreed AI product outcomes and KPIs.

**Non-Financial*** You’ll contribute towards the evolution of RAC’s AI strategy around resource deployment.
* Hybrid working: a minimum of two days a week in base location office. You may be required to travel to other RAC sites.

**Reports to:** Chief Product and Technology Officer**Relationships*** Strong interpersonal skills and stakeholder management with relevant and adjacent business, operational and regulatory teams.,
 | * Define the project vision, goals, and roadmap, ensuring alignment with organisational objectives.
* Gather requirements from stakeholders, including operational teams and leadership, and translate them into actionable deliverables.
* Prioritise features and tasks based on business value, technical feasibility, and timelines.
* Collaborate with the team of Data Scientists and Engineers to develop innovative solutions for deployment optimisation.
* Partner with internal teams to ensure smooth integration of project into existing systems and business processes.
* Monitor project progress, manage risks, and address roadblocks to ensure timely delivery.
* Define success metrics and KPIs for AI initiatives and monitor their performance post-launch.
* Drive continuous improvement by incorporating feedback and analysing results.
* Communicate project updates, insights, and progress to stakeholders.
 | * Proven experience as a Product Manager in a technical or data-driven environment.
* Strong understanding of AI, Data Science, and Machine Learning applications.
* Exceptional communication, stakeholder management, and organisational skills. Able to convey ideas and technical content to different stakeholders, from engineers to senior executives.
* Experience with Agile methodologies and managing cross-functional teams.
* Familiarity with automotive, logistics or fleet management data is an advantage.
* Experience of owning a complex data science/ Gen AI problem from ideas and discovery through to prioritisation, definition, delivery and post launch evaluation. Demonstrating sound decision making at each stage
* Data Proficiency and Collaboration: Skilled in analysing raw data and using SQL and other data tools to visualise insights; effectively translates complex data needs into clear requirements for data science/Gen AI teams and actionable recommendations for stakeholders.
* Sufficient understanding of software development, data science and GenAI processes and design principles to be able to communicate and collaborate effectively with technical team; and to assess the implications of technical decisions on the product strategy and user experience.
* Track record of defining and delivering great analytical outcomes leading to commercial outcomes – and adept at balancing the two.
 | Competencies:Building Relationships (level 4)* Achievement Drive (level 4)
* Customer Focus (level 4)
* Commercial Awareness (level 4)
* Interpersonal & influencing skills (level 4)
* Judgement and decision making (level 4)
* Specialist knowledge (level 4)
* Team Working (level 4)

Need to exhibit behaviours consistent with RAC HERO values:* Handle it Together
* Exceptional Service
* Raise The Bar
* Own It
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