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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 |