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| **Role Title:** | Member Journey Product Owner  | **Responsible to:** | Member Journey Product Manager |
| **Division:** | Member Experience, Digital & Data | **Department:** | Member Experience and Product Delivery |
| **Direct reports:** | Process Efficiency Specialist. Member and Business Readiness Manager | **Scope:** | MPS worldwide provision to improve the effectiveness of MPS and the member experience |
| **Scale:** | 3-7 People£1-5m Budget>£250k income |
| **Regulated Function:** | No |
| **Evaluation Level:** | Implement 1 | **Role Family:** | Group Corporate Functions |

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| **Role Purpose** |
| Working closely with the Member Journey Product Manager, you will be responsible for delivering the member journey product vision. This will be done through the delivery of the journey roadmap and prioritisation of the product backlog. As member journey product owner, you will be responsible for the ongoing enhancements and continuous improvement of your member journey product(s) through people, process, and technology. You will identify improvements and change opportunities - define, analyse, prioritise, and refine the workload and backlog items. You will create backlog items, reviewing the backlog before each sprint planning meeting to ensure prioritisation is focussed on delivering value. Free to reprioritise work in the backlog at any time, due to member feedback, refined estimates, or new requirements.You will be expected to communicate, collaborate, and check the understanding making sure the stakeholders always see the value in what your team are delivering. Working with the scrum team to ensure they are clear on the requirements and how they contribute towards the business and our members. You will be classed as ‘senior specialist’, with a broad understanding of your specific area. You will be expected to provide accurate and supportive advice based on in-depth knowledge within own specialism to support wider decision making and policy development utilising the member experience data to make informed decisions, create business cases and return on investment for the changes ensuring they are measurable and contribute to revenue, cost savings and efficiencies and colleague and member experience. Whilst maintaining alignment to the strategy and roadmap. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery/Leadership*** Support the product team to deliver the right outcomes for our members, colleagues, and the business.
* Translates product roadmap features into well-defined product requirements to create backlog items, and acceptance test criteria. Maximising the value of the product
* Providing oversight across the product journey frameworks, methodologies, governance, and adoption of best practice in relation to principles across MPS.
* Identifying and delivering journey improvement initiatives, shape and drive delivery through effective problem solving. Strong ability to prioritise product backlog items based on strategy and value.
* Communicating with stakeholders around deliverables and sharing achievements.
 | * Corporate Strategic priorities Vs plan
* MPS engagement index Vs plan
* MPS leadership index Vs plan
* Financial sustainability Vs plan
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| **Financial*** Making value flow without interruptions and evaluating cost-reduction opportunities.
* Awareness of factors influencing business performance. Inc analysing competitors and market trends.
* Managing the product delivery budget within plan
* Identifying business value and tracking baseline and post-delivery measures to demonstrate improvements and delivery against KPIs
 | * Product Budget Vs plan
* Benefit delivery Vs plan
* NPS Score Vs target
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| **Member*** Utilise voice of the member data, having a clear understanding of member expectations, preferences, and favourable desire against products.
* Achieving the primary goal of the product journey and removing waste, driving benefits, and removing bottlenecks.
* Optimising technology to drive out efficiencies that are member impacting.
* Encouraging your team to gather insight on members by customer surveys, social media outputs, monitoring customer reviews, measure Net Promoter Scores, conducting focus groups.
* Effective utilisation of the member insight data, customer satisfaction data and other member journey information.
* Achieving member metrics such as Net Promotor Score and Member Effort Score targets
 | * NPS Score Vs target
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| **People*** Implement product management best practice, ensuring alignment of the technical development framework.
* Individual objectives, carrying out 1-2-1 assessments and following up on progress. Giving clarity and accountability to the team making sure they comply with all policy standards and processes.
* Driving performance across the function in line with pre-agreed objectives. Where required, take corrective action to highlight and rectify under performance.
* Supporting and implementing quality reviews across the team to ensure quality levels are maintained.
* Define and implement a training and development matrix by collaborating with peers.
* Developing strategies, processes, and frameworks to attract, engage, develop, and retain employees and top talent.
* In relation to people matters you will provide support and solve issues with a keen eye on fairness and efficiency.
* Solutioning against resource restraints to ensure internal customer/member needs are met.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* People Metrics – attrition, absence
* Colleague Pulse target
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| **Risk*** Ensuring appropriate business processes and controls are in place to support member activity within risk appetite; comply with policies and regulatory requirements (as applicable).
* Undertaking risk-based reviews across your specific product journey with a forward-thinking approach.
* Providing guidance and be able to identify and report on risks and issues identified.
* Resolution and mitigation of potential risk impact on MPS, members and colleagues.
* Supporting when a disruption occurs and conduct after action reviews.
* Complying with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook.
 | * Risk & Control Self- Assessments Audit Actions
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| **Responsibilities (RACI)** |
| * Ensuring that the Journey Product roadmap supports the overall business strategy and member vision.
* Responsible for the creation of business cases and a return on investment for change initiatives.
* Responsible for measurable benefits demonstrated through thedelivery of the product backlog itemsand aligned to the objectives
* Maintaining an Agile environment, continuously reviewing the business needs, ensuring the business solution provides value to the member and stays in line with the vision product.
* Creating a culture and desire for change to better the member journey experience.
* Refining priorities, outlining milestones and deliverables, and can easily identify opportunities and risks.
* Creates, maintains, prioritises, and sequences the backlog based on business value or ROI.
* Creates user stories and acceptance tests from themes and features granular enough for a single sprint. Broadcasting all items, the team intends to spend time on, including internal work.
* Evaluating progress and performance and deciding whether the team can move on to the next step, deciding which user stories are scheduled into sprints.
* Participates in project planning, daily stand-up meetings (scrums), reviews, retrospectives, sprint and release planning, demos, and other Scrum-related meetings.
* Develops and maintains standards for testing and progress visibility.
* Provides progress reporting.
* Working with the business and member readiness manager to ensure successful delivery of outcomes with measurable results.
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| **Key Governance Responsibilities**  |
| * Member of Member Experience Committee
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Organisation |
| Collaborating for Results | Leading Organisation |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Product owner certifications (e.g., Certified Scrum Product Owner, SAFe Product Owner Certification)
* Lean Six Sigma qualified (green belt) with a demonstrable experience of effective improvement within a complex business environment.
* Experience working at all organisational levels with a high degree of professionalism and business acumen.
 | * Thorough understanding of Agile software development methodologies, values, and procedures.
* Thorough understanding of the software development lifecycle.
* In-depth knowledge of testing practices and techniques.
* Understanding of MPS’s development platform and languages.
* Ability to understand technical issues.
* Strong written and verbal communication skills; Can communicate complex topics in easily understandable terms/formats.
* Advanced, demonstrable skills in Microsoft Excel and Microsoft PowerPoint
* Ability to lead, influence, engage & challenge at a Senior Level to establish credibility.
* High level of resilience and emotional intelligence, able to navigate through ambiguity.
* Strong leadership skills with the ability to create high performing, value adding teams.
* Delivering transformational change, with awareness and knowledge of business change models, tools, and techniques.
* Ability to think strategically, solve problems effectively and tenaciously follow-through to ensure end to end success.
 | * Proven track record of delivering data driven solutions with a member-first mindset
* Established background in launching software or services in partnership with engineering teams and high degree of proficiency in prototyping, iterative development, understanding of Agile principles
* Senior experience of delivering projects using Change Management tools in a commercially driven way.
* Proven record of achieving positive outcomes and transformational change within a complex and high change organisational environment inc interventions to digital transformation.
* Demonstrated ability to manage and influence teams and/or people at all levels of the organisation.
* Experience of working in end-to-end software development lifecycle and awareness of various automated testing, continuous integration and deployment tools and practices.
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| **Desirable** | * Knowledge on Management of Portfolios (MOP)
* Lean advanced practitioner/Black Belt
* Agile or Waterfall Practitioner or accreditation.
 | * Responsible for international change programmes.
* Commercial and technical knowledge with a passion for imparting knowledge onto others.
* Experience of working in a project delivery environment with a good understanding of agile methodologies.
 | * Reported to a board of directors focusing on strategic business drivers, ensuring that value-added projects and tasks are delivered.
* Experience of working in a cross-functional Agile teams, as well as being familiar with software development methodologies
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