

About the role

Role

Data Product Manager

Location and hours

London/Bristol

35 hours per week

Hybrid working with minimum 3 days per week in the office

Band

Senior Expert (management track)

Salary

Competitive salary, plus benefits

What you'll be doing

Motability Operations (MO) are recruiting for a proactive Data Product Manager to join the Asset Risk (AR) division.

The Data Product Manager is a role that will ensure a cohesive approach to managing the systems that underpin AR's output, including forecasting residual values and pricing for the largest fleet in the UK, setting the appropriate level of capital reserves for MO, and developing new ways to support our customer needs. The role works closely with the Technology Product Team to align on the product vision, roadmaps and business deliverables. The role has two direct Product Owner reports and ensures allocated Technology resource is able to support the AR Product Roadmap.

The role holder will demonstrate detailed process and system knowledge while coordinating resource across the function, wider business, and external stakeholders, to deliver the system maintenance and development roadmap.

You will report to the Head of Economic Capital and Asset Risk Operations within the Asset Risk Division.

As part of the role, you will:

- Work with the AR Leadership Team to define & own the long-term product vision and AR Product roadmap
- Be responsible for planning, coordinating, continuously refining and deploying the AR Product roadmap via a robust prioritisation framework across the AR workstreams – Pricing and Forecasting – with strong stakeholder engagement
- Ensure the AR Product roadmap objectives, costs, resource requirements and timelines are approved & socialised, aligning with business objectives and market needs
- Work with the Technology Group Product Manager – and the wider Technology Division – to ensure that AR Product roadmap deliverables and resource requirements are aligned and managed effectively
- Be responsible for maintaining the operational health of AR systems as part of an Enterprise wide Technology estate; act as a senior point of contact and manage escalation and remediation with senior stakeholders and colleagues across the business
- Build strong relationships with internal stakeholders and external partners, ensuring seamless collaboration.

Commented [PC1]: Why should someone care about this? I.e. 'This means that the scheme can....' – bring it to life for someone who doesn't know about us

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- Coordinate AR and Technology resource to agree the scope, build, test and deployment of system enhancements
- Coordinate communications to the AR Senior Leadership Team (SLT) and relevant governance Committees and working groups, gaining buy and maintaining confidence in our systems and activities
- Influence and manage expectations across senior leadership, cross-functional teams, and external partners.
- Directly manage two Product Owners – conducting skills assessments & performance reviews to support ongoing professional development of your team
- Work with your team to understand team velocity and capacity for optimal resource allocation to deliver on your roadmap.
- Help coach Product Owners, develop teams and business stakeholders to drive a product-led culture within the team and across the business
- Advocate and communicate the benefits brought about by the development of the new systems to AR and the wider business

About you

You should have a passion for working with people and technology and bringing them together to improve how we serve our customers.

You should enjoy the challenge of a fast-paced environment where every day can provide different challenges and opportunities.

You should thrive on collaboration and engender trust, having the confidence to present, challenge and be challenged.

You will bring:

- Proactive & highly organised mindset, able to prioritise & manage your workload
- Strong written and verbal communication skills
- Self-disciplined and able to set and meet timelines and objectives
- Strong attention to detail and adherence to governance
- Ability to work collaboratively or independently to achieve objectives
- Excellent at building relationships

Minimum criteria

- Considerable experience in product management or related roles
- Proven ability to develop product and proposition strategies and effectively communicate recommendations to senior management
- Ability to work collaboratively with cross-functional teams in a matrix environment
- Proven experience of stakeholder management
- Familiarity with common product management tooling incl. JIRA, Confluence & Miro
- Solid experience of a technical background with knowledge/experience of the software development lifecycle

Who you'll be working with

You will work closely with the Asset Risk Senior Leadership Team (SLT) and Wider Leadership Team (WLT) to understand and ensure Strategic and Product roadmap alignment. You will work closely with the WLT and AR Residual Value, Pricing and Economic Capital Teams to ensure the roadmap outcomes are delivered effectively and meet

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business needs. You will work with the Product Owners to ensure the effective challenge and delivery of the roadmap. You will work closely with Technology to ensure resource and outcomes meet Asset Risk and wider business needs and capability.

We're Motability Operations

About us

We're the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers' mobility in a fast-changing world. We're the UK's largest car leasing company and we help over 800,000 people get on the road.

We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs.

What we do

We lease a wide range of tailored mobility solutions to people who receive one of the Government's qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.

At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.

The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10.

How we work

We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](#) to find out more.

We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.

Our beliefs and values

We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.

We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.

Our values are at the heart of everything we do:

Motability Operations

- We believe no one should be left behind → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you



Pay: competitive salary, with a yearly discretionary bonus, based on your performance



Holiday: 28 days, and you can buy and sell days



Pension: 15% non-contributory pension (9% during probation)



Health and wellbeing: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme



Development: A library of internal training on our myLearn platform



Family friendly: We have competitive family leave policies



Diversity and inclusion: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access



Helping our community: One volunteering day each year, and access to volunteering platform Neighbourly



Schemes: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers



Other, voluntary benefits: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office