Motability Operations

About the role

Proposed Role
Product Owner- Data & Analytics

Location and hours
Bristol, London or Edinburgh
35 hours per week
Hybrid working with minimum 3 days per week in the office

Band
Expert

What you'll be doing

Motability Operations is seeking an experienced Product Owner to become an integral part of our Agile development team.

In this role, you'll drive the evolution and implementation of data products, ensuring high-quality, accessible, and trusted data that fuels analytics, machine learning, and personalised experiences. You will work cross-functionally to create data products that empower teams across the business, from marketing to operations, and enable insight-driven decisions.

Acting as the bridge between business stakeholders, data scientists, analysts, engineers, and governance teams, you'll manage the data product backlog and ensure continuous delivery of data capabilities that align with enterprise objectives.

Acting as a liaison between stakeholders and the development team, you will translate the product vision into a prioritised & actionable backlog that maximizes business value while ensuring to addresses customer needs.

About you

- Strong experience as a Product Owner or Data Product Owner in Agile environments.
- Experience managing data products or platforms, ideally customer data platforms (CDPs), data warehouses (e.g. Snowflake, BigQuery), or data lakes.
- Familiarity with data modelling, data pipelines, ETL/ELT processes, and APIs.
- Knowledge of GDPR, data ethics, and governance practices.
- Strong understanding of data quality frameworks, data contracts, and lineage.
- Proficient in using analytics and BI tools (e.g., Tableau, Power BI, Looker) to drive product decisions.
- Analytical mindset and ability to prioritise based on value derived from data insights.

You possess a deep understanding of Agile methodologies and have experience managing product backlogs and developing user stories. Your analytical mindset allows you to assess & make data-driven decisions how to deliver features that maximise customer and business value against KPIs.

Motability Operations

You are passionate about delivering high-quality products that enhance customer experiences, and you thrive in collaborative environments where you can inspire teams to achieve their best work.

Main Responsibilities

Ownership & Authority over the Backlog:
- Oversee and manage the product backlog using prioritization frameworks such as MoSCoW, RICE, Value/Effort, Weighted Shortest Job First (WSJF) etc.
- Ensure the backlog reflects customer needs, business value, and strategic goals.
- Continuously groom the backlog & refine backlog items to adapt to evolving requirements.
- Manage your product team's Run and Evolve mix and make suitable prioritisation decisions based on capacity, velocity, value, effort and risk etc.

User Story Development:
- Develop clear and concise user stories with well-defined acceptance criteria that guide the development team in delivering features aligned with customer expectations.

Stakeholder Collaboration:
- Serve as the primary point of contact for stakeholders, gathering input and feedback to ensure alignment with product goals.
- Effectively communicate a clear product vision and roadmap to all relevant parties.
- Work closely with the Product Manager to help turn a strategic roadmap into a groomed, prioritised and actionable backlog

Customer Engagement:
- Actively engage with customers to gather insights and feedback that inform product development and enhancements.

Development Team Leadership, Representation & Point of Escalation:
- Provide ongoing leadership to the development team by clarifying requirements and answering questions throughout the development process, ensuring customer needs are understood and addressed.
- Support the team to triage any production issues to ensure business impact is understood and fix is prioritised accordingly

Lead Key Agile Ceremonies (Sprint Planning/Review etc):
- Drive Sprint Planning/Review ceremonies to set goals and priorities for each iteration.
- Review completed work during sprint reviews to ensure it meets acceptance criteria.
- Ensure the team is prepared to Present and Demo their work at Sprint Reviews/Tribe Sync's/Showcase days etc, supporting to articulate the problem statement faced, solution proposed, and value added as well as what's coming up in subsequent sprints

Customer Advocacy & User Obsession:
- Represent the voice of the customer in all product decisions, advocating for their needs and ensuring that products deliver maximum value.

- Be user obsessed, making sure we are solving the right problems in the right way for our users as you strive to achieve product & business goals.

Performance Tracking & Optimisation:
- Monitor & report on product performance against key performance indicators (KPIs) such as capacity, velocity, cycle time, lead time etc
- Gather insights to help drive iterative continuous improvement within the development team that enable the team to ship better products, quicker.

Cross-Functional Collaboration:
- Collaborate closely with cross-functional teams, including marketing, design, engineering, and quality assurance, to ensure successful product delivery.

Market Research:
- Stay informed about industry trends and competitor products to identify opportunities for innovation and improvement within our offerings.

Facilitate Communication:
- Ensure effective communication within the Scrum team and across departments to foster collaboration and resolve any impediments to progress.

Minimum criteria
- Demonstrable experience as a Product Owner or in a similar role.
- Experience as a Data Product Owner or Product Owner for data/analytics platforms.
- Understanding of the software development lifecycle with a data-centric lens.
- Familiarity with data engineering workflows, data tools (dbt, Airflow), and cloud data platforms (AWS, GCP, Azure).
- Proven experience translating data and analytics requirements into actionable backlog items.
- Knowledge of regulatory and compliance frameworks (e.g., GDPR, CCPA) as it pertains to data products.

Who you'll be working with
You'll be working closely with the Product Manager & your development squad consisting of cross-functional colleagues from Engineering, Data, Scrum Masters, Business Analysts & UI/UX.

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 860,000 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

Motability Operations

We lease a wide range of tailored mobility solutions to people who receive of 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:
- 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

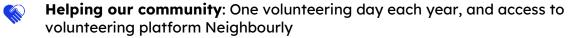**Development**: A library of internal training on our myLearn platform

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