

## About the role

### Proposed Role

Product Manager

### Location and hours

Bristol, London and Edinburgh

35 hours per week

Hybrid working with minimum 3 days per week in the office

### Band

Senior Expert

### What you'll be doing

Motability Operations is looking for a strategically minded, commercially focused, and customer-centric Product Manager to lead our product initiatives. In this pivotal role, you will define the product vision and outline the strategic roadmap while conducting thorough market research to steer product development towards delivering solutions that meet our customers' needs and align with business objectives. Your leadership will be crucial in ensuring cross-functional collaboration and driving impactful product outcomes for our customers and business.

### About you

You have a proven track record of collaborating with stakeholders at all levels to build consensus and drive impactful outcomes. Your strong negotiation skills enable you to engage a diverse range of stakeholders effectively, as you navigate various, and sometimes competing, stakeholder input to build & evolve a strategic roadmap for your product(s) that maximise business value and best meet customer needs in an ever-changing market.

You possess a genuine curiosity about the underlying reasons behind decisions, allowing you to lead teams in identifying optimal solutions. Your ability to inspire and motivate teams is essential in aligning their efforts with organizational objectives.

Your passion for driving commercial outcomes is complemented by a solid understanding of how technology and data inform decision-making. You recognize the value of data in enhancing customer experience while seizing commercial opportunities through a test-and-learn approach.

As an effective communicator, you have successfully developed teams through regular meetings, one-on-ones, and performance reviews, providing ongoing support for their growth and development. You are committed to fostering a collaborative environment that encourages innovation.

### Main Responsibilities

#### Product Strategy & Roadmap:

- Define the long-term vision and roadmap for our products based on comprehensive market analysis, customer insights & collaboration with business stakeholders.
- Develop a product strategy that aligns with core business objectives & commercial outcomes while driving exceptional customer experience

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- Continuously update the roadmap as the market and customer needs evolve to optimise customer outcomes & maximise ROI

## **Discovery & Validation through Market Scanning, Rapid Prototyping & Customer Feedback:**

- Conduct competitive analysis and market research to identify opportunities for growth & optimisation within the mobility sector.
- Uncover & understand the underlying user need and clearly define business and customer problems to be solved
- Validate your developed hypotheses through rapid prototyping, user testing, customer surveys and feedback mechanisms to refine the proposed solution

## **Cross-Functional Leadership:**

- Collaborate effectively with marketing, design, engineering, and other departments to ensure alignment on product & business goals.
- Work closely with UI/UX Design & Research teams, Tech Principals & Architects to foster a culture of rapid prototyping and innovation to rapidly validate new products and features that optimally solve customer problems and achieve business goals
- Foster a culture of knowledge sharing among Product Managers across different divisions within Motability.

## **Customer Advocacy:**

- Represent the voice of the customer throughout the product lifecycle by gathering feedback, conducting user research, and advocating for customer needs in all product decisions.
- 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.

## **Stakeholder Engagement:**

- Communicate product vision and strategy to stakeholders at all levels of the organization.
- Build and maintain relationships with internal stakeholders and external partners to ensure alignment and collaboration.

## **Budget Management & Resource Optimization:**

- Manage costs associated with the product budget, working closely with procurement to oversee third-party contracts across selection, renewals and termination, as best fitting for your products and customers.
- Collaborate with Product Owners to understand team velocity and capacity for optimal resource allocation to deliver on your roadmap.

## **Establish Performance Metrics & Monitoring:**

- Define periodic OKRs & key performance indicators (KPIs) to measure and report on your product's success against user, product & business objectives.
- Regularly assess product performance against core business objectives and drive continuous improvement initiatives.

## **Coach, Mentor and foster a Product Mindset culture:**

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- Conduct assessments with other Product Managers to identify key areas for development and improvement across products, ensuring best practices are shared and implemented.
- Help coach Product Owners, development teams and business stakeholders to drive a product-led culture within the team, and across the business

## **Point of Escalation:**

- Act as a point of escalation for production incidents, ensuring timely resolution while maintaining a focus on customer satisfaction and operational efficiency.

## **Minimum criteria**

- Demonstrable experience in product management or related roles.
- Proven experience in developing successful product strategies & roadmaps.
- Strong analytical skills with the ability to interpret data and make informed decisions.
- Ability to work collaboratively with cross-functional teams
- Excellent leadership and communication skills.
- Familiarity with common product management tooling incl JIRA, Confluence & Miro
- While a technical background is not expected, you are expected to have knowledge/experience of the software development lifecycle

## **Who you'll be working with**

You'll be working closely with the Group Product Manager & Product Owner as well as colleagues in both Technology (Tech Principal, Solutions Architects & Scrum Master) as well as the business (CX, UI/UX, Marketing, Operations).

You will also be working closely & managing relationships with external partners/vendors where applicable.

## **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 815,000 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 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.

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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

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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