

About the role

Role

Product Owner – Connected Mobility

Location and hours

Bristol, 35 hours

Hybrid, three days in office

Band

Expert

Salary

Competitive salary

What you'll be doing

Motability Operations is the UK's largest leasing company, supporting over 800,000 customers with worry-free mobility solutions. As we expand our capabilities in connected mobility, we are seeking an experienced Product Owner to help deliver our connected mobility strategy.

This key role involves helping to deliver a range of connected products and services that meet and surpass customer expectations, deliver process efficiencies and generate clear ROI. The successful candidate will be responsible for managing the product backlog, defining user stories, and ensuring that products are aligned with both customer requirements and business objectives.

Acting as a liaison between stakeholders and the development team, you will translate the product vision into a prioritised & actionable backlog that maximises business value while ensuring to address customer needs, whilst ensuring that the delivery team can deliver at pace.

Key Responsibilities

Backlog management:

- Oversee and manage the product backlog using prioritisation frameworks such as MoSCoW, RICE, Value/Effort, Weighted Shortest Job First (WSJF) etc.
- Ensure the backlog reflects customer needs, business value, and relevant strategic goals.
- Continuously groom the backlog & refine backlog items to adapt to evolving requirements.
- Manage the product team's ticket 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:

- Work closely with the Product Manager to help turn a strategic roadmap into a groomed, prioritised and actionable backlog
- Serve as a key 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.

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Customer Engagement:

- Lead on customer engagement 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

Performance Tracking & Optimisation:

- Take ownership of managing 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, acting as the main point of contact 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 to foster collaboration and resolve any impediments to progress.

About you

You have a strong background in product ownership or management within an Agile environment. Your excellent communication skills enable you to influence without direct authority, as you advocating for customer needs within cross-functional development teams.

You have a proven track record in software development through the full agile lifecycle including delivery and run.

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.

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You are skilled at identifying and defining commercial value and understanding new processes. You enjoy problem-solving and have a can-do attitude.

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.

Minimum criteria

You'll need all of these.

- Experience as a Product Owner or in a similar role.
- Proven experience in managing/prioritising product backlogs and developing user stories
- Strong understanding of Agile methodologies (Scrum preferred), including participation in ceremonies incl sprint planning and reviews
- Experience of working with data to generate insights and analysis
- Excellent verbal and written communication skills
- Ability to work collaboratively with cross-functional teams
- 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
- An understanding of the importance data governance and ethics

Desirable

- Knowledge of connected cars, technologies and data
- Knowledge of telematics, API integrations, or cloud-based data solutions.

Who you'll be working with

As a Product Owner Connected Mobility you'll play a pivotal role in shaping the future of mobility at Motability Operations. Working alongside industry experts, you'll have the opportunity to help develop innovative solutions that enhance customer experiences and create real value. This is a unique opportunity to grow your career while making a meaningful impact on the lives of our customers.

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.

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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.

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

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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