

Job Description

Role Title:	Product Manager- Savings
Reporting to:	Senior Product Manager- Savings
Direct Reports:	N/A
Salary:	£35,000-£45,000 depending on experience
Contract:	Permanent, Full Time
Hours:	35 hours per week, Monday – Friday, 7 hours per day, between the hours of 8am and 6pm (1-hour unpaid lunch)
FTE:	1.0 FTE
Place of Work:	Silsden / Hybrid with a minimum of 2 days in the office (as agreed with manager) /Home Working
Benefits:	25 days holiday, plus bank holidays, Company Pension

Ecology's Purpose

In a world that doesn't add up, daring to be different is our calling, lending our power so everyone's story gets a chance to thrive.

Role Purpose

We have an exciting opportunity to join our Products Team, part of the wider Member Propositions Team. We are looking for a Product Manager who is passionate about making a difference for both our Members and the Planet.

You'll manage, design and create Member centric products, help to manage our growing Savings book and identify opportunities to innovate in the world of Sustainable Finance.

Main Duties & Areas of Responsibility

Examples of duties include, but are not exclusive to;

- Lead on monitoring of Savings Performance and sharing with key stakeholders
- Support delivery of P&L, Financial and Member targets
- Act as a key conduit for the Internal Savings Operations Team listening to the Members voice
- Work with Internal Savings Operations Team to monitor end to end Customer Journey and identify areas for improvement and development
- Create and present Product Proposals including product pricing, Product Reviews and Fair Value Reviews
- Ensure our products deliver impact and support our Sustainable and Ethical proposition

Job Description

- Identify market opportunities and work with departments across the Society to deliver and launch products and features from ideation
- Lead on Competitor and Market monitoring, sharing with key stakeholders
- Work with Marketing colleagues to enact effective campaigns, maintain product literature and information and to identify and deliver opportunities to drive Member engagement
- Ensure adherence to Product Governance and Savings Regulation including Consumer Duty and outcome monitoring and champion a customer-centric culture by embedding Consumer Duty Principles in Product Proposals, design and customer journeys
- Ensure the Society's Vulnerable Customer Policy and principles are embedded within the Savings journey and product design, to effectively identify and address the needs of vulnerable customers, delivering fair and consistent outcomes in line with FCA guidance.

Skills and Experience

Essential:

- Previous Product Manager or Proposition Manager experience
- Experience managing key stakeholders across different teams and levels
- Exceptional Communication skills, both verbal and written
- High level of attention to detail and accuracy to drive a 'right first time, every time' approach
- Exceptional organisational skills
- Proficiency in IT, including good knowledge of Microsoft, including Word and Excel
- Ability to use initiative to find solutions to problems.
- Passionate about making a difference.

Desirable:

- Knowledge and experience of working with Consumer Duty Principles
- Project Management experience
- Previous experience of working in Savings [within Financial Services]
- Knowledge of sustainable finance

Other

- You have a legal duty to take reasonable care of your own health and safety and that of others and you are expected to be familiar with, and adhere to Ecology's Health and Safety Policy
- Ensure your work, communication and approach conforms to the values and behaviours of the Society.
- Keep up to date, and comply with Ecology's rules, Policies and Procedures as detailed in the staff handbook.
- Undertake any reasonable duties requested by management.
- This role has a six-month probation period.

Values	Behaviours
Fairness: Treating everyone individually and with respect	Respect: Due regard, care and consideration for colleagues, members, community, and the environment.
	Shared Purpose: A core purpose shared across the Society.
Openness: Receptiveness to each other's views and opinions	Honestly: Speaking and acting truthfully and ethically.
	Openness (Receptiveness): Open to internal challenge and external review and to sharing ideas and good practice.
Responsibility: Doing what we say we'll do. Making pragmatic decisions staying true to our values	Accountability: Willing to accept responsibility. Challenges inappropriate behaviour.
	Reliability: Consistently meeting external and internal commitments. Simply doing what we say we will do.
Co-operation: Working together, receptive to the knowledge and opinions of others	Competence: Knowledge and skill to do the job well. Keen to continually learn new skills and improve role-specific knowledge.
	Team Working: Collaboration and consideration for immediate and wider teams.
Activism: Empowering colleagues to be advocates for change	Responsiveness: Ability to adapt and innovate. Improvements made from lessons learnt. Allowing individuals to exercise appropriate autonomy and to deploy judgement they have developed.
	Resilience: Capacity to recover quickly from difficulties and shocks.

Acceptance

Print Name: _____

Signature: _____

Date: _____