

Associate Product Manager – Everyday Banking



Purpose

You will be responsible for developing product information, processes and procedures to better support customer conversations and product knowledge at TSB. You will champion the development of a 'single source' of consistent product information to align the way staff and customers access information on products and services at TSB. The role will standardize and refresh already available information, improving consistency and ease of use and understanding. Working with the marketing team, this role will ensure all product information is revised and aligned to future regulatory needs.

Role dimensions

- **Reports to:** Head of Retail Banking Products
- **Department:** Marketing & Customer Experience
- **Direct Reports:** Nil
- **Financial Authority:** Nil

Person specifications, you will have experience:

- In an associate or product management role.
- Previously working within financial services and have an excellent understanding of the industry.
- In closure and exit of financial (or similar) products.
- Working with external partners.
- In product migration/customer change and proactive portfolio management.
- Supporting effective portfolio management.

Role specific areas of responsibility

- Contribute to ensuring the delivery and distribution of products is compliant with all legal/ regulatory obligations and compliant for core BAU product functionality across the product verticals.
- Ensure the product information on TSB's Intranet is recognized as the 'source of truth' and has its own supporting process and procedure for ongoing updates, and management of changes.
- You will manage, administer and maintain the processes and procedures owned by the product team, and those that have product oversight. In addition, this role will standardize how these are managed and communicated
- Ensure the relevant terms, conditions, processes, and procedures that relate to products are identified and accessible in a consistent way.
- Support Product Managers across the product verticals with implementing product or pricing changes, to ensure effective change management.
- Development and maintenance of product reporting to track product performance, or as required, development and support one-off data requests.
- Support the management and delivery of actions identified through TSB's annual product review process (as applicable) and ensure delivery is coordinated across the business, in conjunction with the relevant Product Managers.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.