

Position Description

Product Owner



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The Co-operative Bank is a different kind of bank. We're here to change banking for good. Since 1928, our customers have been at the heart of everything we do, and we're focused on helping New Zealander's get ahead financially. Whether it's help from one of our friendly teams, or a seamless experience with one of our digital solutions, we've got our customers covered. To top it off, we're the only bank in New Zealand that shares its profits with its customers. It's all part of the co-operative difference.

Here, no two days are the same. Our people are empowered to innovate, share ideas and let our skills take us in unexpected and exciting directions. But most importantly, we can be ourselves at work; we have fun, but still get things done.

The role sits within the Technology and Change team who are responsible for all Technology systems for the bank that support our customers and our people, and for leading the consistent use of a standardised set of tools and processes to support the delivery and execution of business and regulatory change. The team are focussed on continuously running and building modern, secure and fit for purpose technology platforms, and uplifting delivery and change

management capability and practices. This is to enable the Bank to respond quickly to market and regulatory changes, customer needs, and adoption of new technology, all whilst minimising unnecessary impact and risk for the Bank, its customers and its people.

Purpose of this position

To contribute to the development and execution of the Bank's vision, strategy and roadmap, which will in turn drive a materially significant transformation throughout the organisation.

To develop our platforms by:

- Using data and insight to validate decisions and to assist stakeholders with prioritisation.
- Listening and understanding the voice of the customer.
- Being creative and innovative.
- To make a link between what users do and how the Bank makes a profit.

A key part of this role is also to articulate the business strategy and vision and be able relate decision making back to this. Product Owners keep a cross-functional team focused and help maximise the value of work from a development team. It involves product ownership, product management, strategic analysis and leadership.

Position reports to: Head of Technology Planning & Delivery

Challenges and opportunities of this role

Innovation

Being able to create new value through the consolidation and re-engineering of separate things; ideas, products & services, technologies, entities & relationships etc, to generate fresh propositions as new sources of value for the bank and its members.

Stretch

Having the spread of skills, knowledge and creativity to conceive, design and create robust new services that will require both big picture and fine detail reinterpretation of all aspects of conventional banking combined with new delivery technologies and new market paradigms.

Strategy Execution

A connector to drive change; able to set direction and articulate change using a strategic road map whilst dealing with the detail of a working backlog and channel operations. Straddling technical and business to successfully collaborate for good outcomes, manage stakeholders and lead cross-functionally right from strategic inception through to release and continuous improvement.

Courage

Having the tenacity to commit to and invest in the construction of new banking propositions and new range of capabilities.

How you will contribute:

What you'll do	Success will mean
Technical Leadership Strategy	
<p>Provide direction and clarity to the delivery team around the strategic objectives. Translate key messages appropriately and provide clarity on their specific role accountabilities.</p> <p>Create and maintain an ongoing roadmap of new functionality and refinements, that provide valuable opportunities for the Bank and customers.</p> <p>Create an environment where team members are engaged, actively collaborate and feel accountable for successes in their roles.</p> <p>To provide leadership in the development of effective solutions for business initiatives (new and existing products and services) for products such as Web, Mobile, staff-facing tools, our core platform and their related services.</p>	<ul style="list-style-type: none"> · Objectives clearly defined and articulated to the team. · Individuals within the squad understand what they are accountable for. · Using human-centred design techniques to drive fit for purpose outcomes.
Product Ownership	
<p>Lead the delivery of quality solutions that strategically align, deliver great customer and business outcomes and support the team to deliver within allocated budgets and timelines.</p> <p>Champions agile delivery disciplines and lead the adoption of this across the digital practice.</p>	<ul style="list-style-type: none"> · High quality solutions delivered on time and on budget, or adaptations to the plan are clearly communicated, understood and trade-offs agreed. · Agile disciplines are embedded across the team and role modelled for the organisation. · Quarterly and annual goals delivered.
Outcome Measurement	
<p>Collate and share specific or aggregated Channel performance reporting with insightful commentary, as required.</p> <p>Collaborate with team and wider business to understand impacts of performance and be agile in assisting with the development of sales strategies and tactics for the Bank.</p> <p>Effectively manage communication and change for deliveries, either in partnership with business owners of initiatives or directly.</p>	<ul style="list-style-type: none"> · Accurate and insightful performance reporting produced in a timely manner. · Successful implementation of tactical or strategic sales initiatives. · Quality and timely communications that are audience specific. · Production of insightful analysis of the digital market in financial services.

What you'll do	Success will mean
<p>Understand market conditions and external forces at play impacting customer sales and service behaviour and outcomes.</p>	
<p>Customer Experience</p>	
<p>Develop a deep understanding of our customers' behaviour – the service and sales journeys, needs and preferences, and opportunities for improvement.</p> <p>Review voice of customer feedback specific to your area of responsibility, size the opportunity and impact, and feed this insight into prioritization of change.</p> <p>Keep pace with developments in customer experience and service trends – identifying those that are relevant to the Co-operative Bank and our direction.</p> <p>Mine customer behaviour data from a range of sources to develop insight, and enhance data driven activities.</p>	<ul style="list-style-type: none"> · In depth expertise developed on what customers want from their banking experience. · Insights turned into action.
<p>Thought Leadership</p>	
<p>Business Trends – Actively research, monitor and report on emerging trends in both the domestic and international markets across banking and other related sectors and offers.</p> <p>Technology Trends – Actively research, monitor and report on digital technology trends and developments and how these might be utilised or for the Bank.</p> <p>Opportunity Recognition – using personal expertise and active peer network; identify, analyse and document potential innovation opportunities that will add new value for the Bank's current and future customers.</p>	<ul style="list-style-type: none"> · Be up to date on contemporary business trends, technology trends. · Identification of opportunities and action on these when appropriate.
<p>Financial Management</p>	
<p>Lead cross-functional project teams to manage and deliver within agreed expectations (budget, time, quality levels, compliance etc)</p> <p>Understand the time/cost to value equation for the squad's time to play into decision making.</p>	<ul style="list-style-type: none"> · Support initiatives and strategies promoted with coherent financial modelling and business cases. · Ensure that projects stay on track to meet allocated budgets and escalate budget issues before they become an issue. · Achieve capitalisation targets.

What you'll do	Success will mean
Healthy and safe work environments	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> • Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. <p>Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.</p>

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Day to day decisions on priorities for the cross functional squad.
- Operational and Capital expenditure within approved budgets, with appropriate governance engagement.

b) Actions and decisions that are recommended to a higher level of management for approval:

- Financial and other business dimensions of the part of the business this role is responsible for or contributes to e.g., sales revenue, sales volumes, product range, budgets, expenditure, value of major projects.
- Jointly responsible for delivering key Technology practice outcomes which are set on an annual basis.

Qualifications and experience

- Role requires experience as a Product Owner.
- Tertiary qualification is desired.
- Experience in an agile delivery model.

Skills and attributes

Technical Skills

- Experience working as a Product Owner in an agile environment working within a cross functional team.
- Experience working in an agile environment.

Personality Attributes

- **Adaptability:** Can adapt to the changing needs of the business. Has good learning agility. Responds and adapts to feedback constructively. Adapts when balance is lost to restore the way forward.
- **Courage:** The audacity and tenacity to lead the organisation to commit to and invest in the establishment of the new capabilities where the way forward maybe unclear.
- **Results driven:** Able to identify ways to make progress and minimise waste, even if the path is ambiguous. Sets goals and is focused on achievement.

Conceptual Skills

- **Communication:** Can communicate with the wider Bank on changes on products in language that is understood by all. Uses interpersonal skills and influence (including active listening) to achieve effective communication. Good audience specific written communication.
- **Foresight:** Being able to credibly and accurately predict the future of technology, banking and the domestic market to identify opportunities and future sweet spots that the Bank can aim for. To be able to translate these futures into an accessible vision and sell that vision to critical stakeholders.
- **Focus:** Able to look both outwardly and inwardly. Creative problem solver who can find the real problem statement and facilitate focus to move forward. A leader who can synthesise information and opportunities, identify distractions, and find the sweet spots for success to drive forward.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.

- **Self-Aware:** You understand your own strengths, values and derailers and seek to be authentic in your leadership style. You have a growth mindset and want to be the best leader you can.
- **Team builder:** You understand that people have different motivators and styles, and you adapt your approach accordingly. You quickly mobilise and motivate teams of people to work co-operatively to get things done.
- **Influencer:** You want to make an impact beyond the borders of your role. You have presence and demonstrate 'horizontal leadership' across the organisation. You know the formal and informal channels to getting things done.
- **Change agent:** You are focused on the everyday improvement and innovation needed to create our digital future. You have the skills to not only conceive change, but to

implement it effectively in an agile and flexible way. You are resilient in the face of setbacks.

- **Business savvy:** You understand how the Bank makes money and the drivers of long-term value. You are attuned to market conditions, longer term trends and the changing needs of consumers.
- **Custodian:** In everything you do, you are focused on upholding our beliefs and working for the long-term benefit of the Bank and its customers.