

Position Description

Senior Product Governance Manager



The Cooperative Bank

Our purpose

We are committed to building enduring, value-driven relationships with our customers and empowering our people to thrive. At the Co-operative Bank, we strive to deliver brilliantly human banking experiences, ensuring our customers and team members are better off for being part of our journey.

Our values

Our values define who we are, how we think, and how we act. As a Senior Product Governance Manager, you will exemplify these values, fostering an inclusive, collaborative, and high-performing culture.



About the team

The Product team comprises Senior Product Managers, Insurance Services professionals, and governance specialists. Together, we drive product management strategies, deliver innovative solutions, and ensure our offerings meet the evolving needs of our customers and the bank.

Purpose of this position

The Senior Product Governance Manager leads the governance and compliance of the bank's product portfolio, ensuring all products meet regulatory, conduct, ethical, and commercial obligations. This role ensures product governance is embedded across the full lifecycle while championing fair customer outcomes in line with CoFI, FMCA, CCCFA, and RBNZ expectations.

You will take responsibility for assessing, evolving, and continuously improving the bank's product governance framework, driving best practice and capability uplift across the Product team and wider bank. You will serve as Secretary of the Product Governance Committee, supporting effective oversight and decision-making. The role works closely with the bank's Legal, Risk, Conduct and Customer Insights and Data teams to ensure a holistic approach to product governance and compliance.

Position reports to: Chief Product Officer

Challenges and opportunities of this role

- Assessing the effectiveness of the current product governance framework and leading its ongoing evolution and improvement.
- Ensuring products consistently meet regulatory, commercial, conduct, and ethical obligations, including new and emerging requirements (e.g., open banking, consumer data rights, climate-related disclosures, Contracts of Insurance Act).
- Uplifting governance and compliance capability across the Product team and wider bank, fostering a culture of continuous improvement.
- Lead proactive identification and remediation of conduct risks across new, existing, and legacy products, using customer insights and performance data to support sustained customer value and regulatory expectations.
- Supporting Product Managers to strike the right balance between delivering good customer outcomes, new product opportunities, and strong commercial performance.
- Provide expert advice on governance, compliance, and risk management, informed by internal data and external regulatory developments.
- Monitoring regulatory developments and industry best practice, ensuring the bank remains ahead of changes and maintains robust compliance.
- Facilitating governance forums, product reviews, and assurance activities, and representing the Product team in regulatory and industry engagements.
- Collaborating closely with Legal, Risk, Conduct, and Customer Insights and Data teams to ensure product governance and compliance are fully integrated across the bank.
- Working with the Complaints and Customer Insights teams to understand complaints, identify themes or systemic issues, champion outlier reporting, and resolve issues that may be identified.

How you will contribute:

| What you'll do | Success will mean |
|--|---|
| Product Governance | |
| Assess, evolve, and continuously improve the bank's product governance framework, policies, and processes. | <ul style="list-style-type: none"> • Ensure robust oversight of product lifecycle management, including product development, review, monitoring, and retirement. • Facilitate regular product governance forums, reviews, and assurance activities, ensuring effective oversight and accountability. • Maintain documentation and reporting to support governance, compliance, and audit requirements. • Serve as Secretary of the Product Governance Committee, preparing agendas, minutes, and supporting effective committee operations. • Represent Product in forums such as the Treating Customers Fairly forum, advocating for balanced outcomes. |

| What you'll do | Success will mean |
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| | <ul style="list-style-type: none"> • Champion outlier reporting and proactively resolve issues identified through governance or complaints channels. • Product performance is actively monitored, and remediation processes are in place to address customer harm. • Governance activities align with Co-op's Fair Conduct Programme under CoFI |
| Compliance Leadership | |
| <p>Monitor, interpret, and implement regulatory requirements relevant to banking products, including FMCA, CCCFA, Responsible Lending Code, privacy, open banking and climate-related disclosures.</p> | <ul style="list-style-type: none"> • Champion a culture of compliance and ethical conduct, embedding best practice across the Product team and wider bank. • Provide expert advice and support to Product Managers and other stakeholders on compliance obligations, controls, and risk mitigation. • Liaise with regulatory bodies, industry groups, and internal stakeholders to ensure compliance and represent the bank's interests. |
| Capability Uplift & Continuous Improvement | |
| <p>Develop and deliver training, guidance, and resources to uplift governance and compliance capability across the Product team.</p> | <ul style="list-style-type: none"> • Identify areas for improvement in governance and compliance processes, driving initiatives to enhance effectiveness and efficiency. • Foster a continuous learning culture, sharing knowledge and upskilling others. |
| Stakeholder Engagement | |
| <p>Collaborate effectively with Product Managers, senior leaders, Legal, Risk, Conduct, and Complaints teams, and other groups to deliver well-governed, compliant products.</p> | <ul style="list-style-type: none"> • Represent the Product team in regulatory, industry, and cross-functional forums. • Build strong relationships with internal and external stakeholders to support governance and compliance objectives. • Work closely with the Complaints team to understand complaints, identify themes or systemic issues, and drive resolution and improvement. • Escalate conduct risks and remediation plans to senior leadership and relevant governance committees. |

| What you'll do | Success will mean |
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| 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> | <p>Having healthy and safe ways of working. All workers feel empowered to and aware of opportunities to participate in health and safety activities.</p> <p>Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.</p> |
| Other Accountabilities | |
| <p>Collaborate effectively with Product Team members and across the bank to achieve shared goals.</p> | <p>Team work is well-integrated and team goals are achieved.</p> <p>Demonstration of behaviours that define our core beliefs</p> |

Decision making and responsibilities

- Lead and make recommendations on product governance and compliance matters.
- Advise and support Product Managers, Legal, Risk, Conduct, and Complaints teams, and senior leaders on governance, compliance, and risk management.
- Advise on product strategy and commercial trade-offs to ensure governance decisions support both fair customer outcomes and sustainable business performance
- Identify conduct risks that may have commercial implications, including reputational, remediation, or regulatory costs, and recommend mitigations.
- Oversee assurance, reporting, and audit activities for product governance and compliance.
- Serve as Secretary of the Product Governance Committee, ensuring effective committee operations.
- Represent Product in forums such as the Treating Customers Fairly forum.
- Champion the use of data to support continuous improvement in product governance, including trend analysis, outlier detection, and customer impact assessments
- Contribute to the bank's strategic objectives, customer outcomes, and regulatory obligations.

Dimensions

This role contributes to:

- Governance
- Compliance
- Customer satisfaction
- Portfolio performance outcomes
- Product range

Qualifications and experience

- 7+ years' experience in financial services, with significant experience in product life cycle governance, compliance, and risk management.
- Proven track record in developing and implementing governance and compliance frameworks in a regulated environment. Tertiary qualification in law, commerce, risk, or a related discipline preferred.
- Strong understanding of New Zealand banking regulations, industry standards, and best practice.
- Experience in leading capability uplift and continuous improvement initiatives.

Skills and attributes

Technical Skills

- Advanced knowledge of product governance, compliance, and risk management in financial services.
- Strong analytical, problem-solving, and strategic thinking skills.
- Strong capability in interpreting product performance data, customer behaviour analytics, and conduct risk indicators.
- Experience working with data teams to develop dashboards, reporting tools, and governance metrics.
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- Excellent written and verbal communication skills, with the ability to prepare clear reports and guidance.
- Proficient in Microsoft Office and relevant compliance systems.

Personality Attributes

- Detail-focused, proactive, and future-oriented.
- Collaborative, approachable, and able to influence and engage at all levels.
- Committed to continuous improvement and capability uplift.
- Resilient and adaptable in a dynamic regulatory environment.

Leadership Skills

- Demonstrate self-awareness, authenticity, and a growth mindset.
- Build and motivate high-performing teams.
- Influence across the organisation, driving change and innovation.
- Exhibit business acumen and a commitment to long-term value creation.
- Uphold the bank's beliefs and work for the benefit of customers and the organisation.