

Role Description

Role Title: Product Manager
Department: Product
Reports to: Head of Product & Design

About the role

You will be responsible for identifying the customer need and the larger business objective that a new product or new feature needs to fulfil. You will work with the business to define their requirements and clearly document them to enable review. You will collaborate with the product owner to ensure requirements are well defined and that the user stories created for the technology team meet the needs identified.

You will lead the day-to-day activities of the product team to deliver the digital product roadmap whilst responding to and prioritising maintenance requests for existing systems. You will ensure the product team make decisions based on good outcomes for customers and driving commercial value for the wider business.

Key Tasks / Responsibilities

- Collaborate with the business to identify their requirements working with them to help them understand what they are
- Document requirements to support understanding and enable review
- Collaborate with the Product Owner to ensure they understand the requirements and produce clear user stories for the technology team

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Product Manager



- Co-ordinate fact finding sessions with cross-functional teams to ensure requirements are aligned across the required business functions
- Co-ordinate go-to-market plans with the wider business for new digital solutions to ensure all key stakeholders understand what has been delivered
- Identify new features and customer journey optimisation opportunities
- Review and approve the Product Owners prioritisation suggestions for ongoing sprints
- Provide testing support to the Product Owner for new features and new digital products helping them to co-ordinate with the wider business as required
- Collaborate with the development team
- Continuously evaluate product performance, gather feedback, and iterate to drive improvement.
- Review research from user journeys and propositions for competitors, insurance partners and potential commercial partners and agree actions with the Product Owner
- Continually look to improve the efficiency of the product management process based on learnings and feedback from internal colleagues
- Provide support in the development of project management plans
- Partner with design colleagues to ensure delivered product experiences are easy to use and scalable
- Proactively communicate risks, dependencies, and changes to the product delivery to stakeholders
- Meet any regulatory requirements including mandatory annual training
- Provide any support as required by the wider product and design team

About you

Required

- Proven experience in digital product management overseeing all elements of the lifecycle
- Excellent analytical skills and the ability to translate data insights into actionable product recommendations
- Experience using agile methodologies in product development

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- Exceptional communication and collaboration skills to work effectively with cross-functional teams
- Strong stakeholder management experience at all levels of the business
- Experience working directly with designers and developers
- Ability to conduct customer and market research
- Good understanding of testing procedures and experience managing user acceptance testing

Desirable

- Knowledge of UK insurance products and market
- Good understanding of FCA and GDPR requirements
- Experience working within a start-up environment

Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Competitive Package with the possibility of Share Options
- Annual holiday entitlement of 28 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Training and development opportunities
- Social events

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