

JOB DESCRIPTION

Job title: Senior Product Development Analyst

Responsible to: Head of Product and Customer Journey

Responsible for: Development of the Society's retail product and services portfolios to meet business plan objectives for savings and mortgages.

Principal tasks: To be undertaken in compliance at all times with laid down policies, procedures and delegated authorities and with relevant PRA/FCA Rules, Evidential Provisions, associated guidance and with regard for the Society's TCF and Conduct Risk Policy Statements.

Key Responsibilities:

- Assist in the maintenance and development of the Society's retail product portfolio covering mortgages and savings in line with the Treating Customers Fairly principles and using approved pricing models, where relevant.
- Conduct research to support recommendations for new products and services.
- Facilitate the implementation and delivery of products to market liaising with various internal and external parties as required.
- Assist Head of Product and Customer Journey with management of change processes across all savings and mortgage product lifecycles, including product launches, withdrawals and rate changes.
- Liaison with Training to ensure delivery of appropriate training plans for the business areas impacted by the introduction of new products & services.
- Assist with monitoring of product performance against business objectives, recommending appropriate changes in good time.
- Develop and maintain reporting systems to produce ad hoc and regular reports on the performance of various products and services.
- Assist in the development of marketing materials to ensure that products and services are accurately and fairly described liaising with the Compliance and Marketing teams to do so.
- Liaise with external sourcing systems (consumer and intermediary) to ensure that products and criteria are accurately reflected.
- Understand the constraints and capabilities of the Society's administrative systems to ensure these are properly considered when developing products and services.
- Ensure an up to date knowledge of the relevant legal and regulatory codes and requirements.
- Review the product range on a regular basis to ensure that it is fully compliant with all legal and regulatory requirements, and compile and update related TCF product Records accordingly.
- Conduct and present research relevant to the Business Development, Lending and other functions as required.
- Provide appropriate management information about competitive developments in the personal finance market to assist in the development of the Society's products and services.

- Assist in the maintenance of the Product Development section of the Business Development Procedure Manual and other manuals as required.
- Build and maintain relationships with third parties as required.
- Communicate product and lending criteria changes and developments to key intermediaries, packager firms, and network and mortgage clubs as required.
- Represent the Society at industry exhibitions.
- Develop and deliver internal training as required.
- Deputise for the Head of Product and Customer Journey in his / her absence.

Key Competences:

- An ability to conduct research, analyse information and present findings in a clear and coherent way.
- An ability to prioritise, plan and deliver work in an efficient manner.
- An ability to record and organise data and produce accurate and meaningful management information from it.
- Excellent written skills.
- An ability to build and maintain relationships both internally and externally.
- An ability to organise meetings, and document and follow up on key actions.
- An ability to understand and work with systems.
- An ability to read and understand the importance and complexities of various legal and regulatory requirements.
- An ability to review and amend documentation for accuracy.
- An ability to develop and deliver training.

PERSON SPECIFICATION

Job title: Product Development Analyst

Attribute	Essential	Desirable	How assessed
Education and Qualifications	Educated to A level or equivalent	Educated to degree level	Application form/CV and evidence of certificates
Experience and Knowledge	2 years' experience in the financial service market place.	Retail banking experience Understanding of FCA and PRA regulations	Application form/CV, references and interview
Skills and Abilities	Excellent planning and prioritisation skills Able to quickly understand and assimilate information. Excellent communication skills Ability to manage competing priorities and workloads Excellent keyboard and IT literacy (including the use of Microsoft Word and Excel) Excellent oral and written communication skills and ability Confident, clear and professional manner Attention to detail Analytical skills The ability to work as part of a team	Previous training experience	Application form, references, interview and Competence assessments during selection
Personal attributes	Flexible approach to working practices		Interview and references