

Senior Product Manager – Commercial & SME



Purpose

Responsibility for the Commercial & SME suite of products (including Commercial & SME transaction accounts, on-call deposits, term deposits and term lending; Commercial Property, and Agri), with a focus on product growth, profitability, and compliance. This role will support the 'Head of' to translate the company strategy, as it relates to the product vertical, into outcomes that align with our corporate strategy to deliver the commercial results required as TSB evolves.

Role dimensions

- **Reports to:** Head of Commercial & SME Products
- **Division:** Product & Marketing
- **Location:** New Plymouth or Auckland (preferred)
- **Direct Reports:** N/A
- **Financial Authority:** Nil

Person specifications

- 7+ years of product management experience.
- 5+ years of Banking or Financial industry experience.
- Background experience working with Commercial & SME products.
- Sound understanding of the customer experience and knowledge of digital trends.
- Knowledge of regulatory and legislative compliance obligations, including CCCFA, Fair Trading, AML and Privacy.
- Effective management of third-party suppliers, customer relationships and internal / external stakeholders

Role specific areas of responsibility

- Responsibility for the product lifecycle of Commercial & SME products
- Along with the 'Head of', develop and implement **growth** plans consistent with the objectives of the organisation and division
- Play a leading role in the delivery against Commercial & SME Products **profitability** objectives, using available levers to maximise financial outcomes
- Ensure the delivery and distribution of Commercial & SME Product products is **compliant** with all legal/regulatory obligations and consistently provides good customer outcomes
- Be the leading voice for Commercial & SME Products performance, customer penetration and usage, future value, target market customers and market share opportunities
- Contribute to the wider Product team's strategy through the development & implementation of product roadmaps for all Commercial & SME Product products
- Manage the product & pricing strategy for Commercial & SME Products products, with input into Pricing Committee, including developing recommendations to improve product volume and / or margin consistent with the objectives of the Commercial & SME Products vertical, division, and organisation
- Lead the development and enhancement of customer experience as it applies to all products within the Commercial & SME Products vertical.
- Work closely with channels to support Commercial & SME Product processes and training

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.