

Job Title	Mortgage Product & Proposition Lead
Reporting to	Head of Mortgages

Summary Description

The roleholder is responsible for the management and development of our mortgage products and proposition.

The roleholder will work closely with the Head of Mortgages and Executive Team to ensure we have a competitive and relevant product offering to enable the successful delivery of the business strategy and will play a key role in ensuring that good outcomes are delivered to customers.

This role can be performed on a full-time or 4 day a week (80%) basis and is undertaken on a hybrid basis with the successful candidate expected to work from our Head Office in Penrith 1-2 days a week.

The role provides a fantastic opportunity to lead the development of our mortgage offering with the potential to add responsibility for our Savings offering in due course.

Main duties and responsibilities

- Maintain an up to date understanding of the UK mortgage market and the products/propositions of our key competitors.
- Undertake competitor pricing and behaviour monitoring and use this insight to develop pricing proposals for both new and existing business.
- Create product and proposition development proposals to help the Society deliver its commercial and customer strategies.
- Work closely with Marketing to design campaigns, brochureware, customer and broker communications to support the achievement of our new business and retention targets.
- Lead the implementation of mortgage product change activity.
- Ensure that all product management activity and proposition development is completed in accordance with the PBS product governance framework.
- Lead the post implementation review following new product launches and undertake the annual product reviews for the product portfolio.
- Ensure the key target customer outcomes are documented with supporting MI/key performance metrics in place to enable the Society to discharge the Consumer Duty responsibilities
- Work closely with the technology and mortgage manager teams to help improve our broker service experience.
- Support the Mortgage Business Development Manager on the achievement of new business targets and management of key broker relationships.
- Attend external events/forums to represent the Society as required.
- Ensure external insight is brought into the Society and that the views and needs of external stakeholders are reflected in our development activity.
- Build excellent relationships with all internal stakeholders to ensure the combined knowledge and expertise of the Society feeds into the product management and proposition development activity.

Skills, Experience & Behaviours

The roleholder will have:

- Excellent understanding of the UK mortgage market and our key competitors in the Building Society sector.
- Experience of mortgage product management in a UK financial services provider.
- An excellent understanding of Consumer Duty and the target customer outcomes.
- A good understanding of regulatory requirements relating to mortgage products, particularly MCOBS
- Excellent relationship building skills and a strong external perspective.
- Excellent communications skills - both written and verbal.
- Ability to work as a team leader, team member and individually, as a self-starter
- Excellent time management and organisational skills – ability to plan, prioritise and deliver.
- Both a commercial and customer mindset – able to recognise the importance of delivering both good customer outcomes and strong commercial performance.
- Responsibility for their own quality of output – attention to detail and a concern for accuracy is essential.
- Role model the Society values and behaviours.