



JOB DESCRIPTION

Role Title	Product Manager
Reports to	Chief Operating Officer

Purpose of the role

The primary role of the Product Manager is to maintain NobleOak's award-winning products through design, pricing, ease of application (including underwriting) and service that will help NobleOak achieve its growth, retention and profitability targets. It will also implement key NobleOak projects, including the STP system.

Key Accountabilities

- Responsible for NobleOak products and pricing, and project managing their regular reviews.
- Responsibility for retaining, to our best endeavours, the industry awards for direct life insurance products and service (including Canstar and Strategic Insights), focusing particularly on our unique business model and USPs.
- Responsibility and Account Manager for NobleOak product and pricing on external websites such as product comparators and aggregators.
- Responsibility for product and pricing on our new business system, including relevant data input fields, stored rates and parameters, calculations and outputs on screen and through correspondence.
- Responsibility for product and pricing on our administration system, including relevant data input fields, stored rates and parameters, calculations, additional financial information (such as loadings, reinsurance premiums and commissions) and outputs on screen and through correspondence.
- Responsibility for managing key NobleOak projects. These include the ultimate client experience (UCE) and STP projects, with a cross functional team and with a focus on the end user.
- Responsibility for managing the Online Calculator Tool, including future developments and testing.
- Responsible for project managing 2-3 key projects across NobleOak.
- Responsible for approving product and pricing related information within NobleOak collateral (including PDS, FSG, Adviser Guide, websites, brochures, flyers, eDMs, customer correspondence), within agreed timeframes . Where necessary, this may require obtaining third-party approvals such as by the reinsurer, our lawyers or product comparator.
- Responsible for product and pricing training to NobleOak staff.
- Responsibility for investigating new product ideas, and project managing new product builds when required.
- Significant contributor to our current and future business model, partnerships, product strategies and future product designs, options or changes.

- Significant contributor to new tenders and business opportunities.
- Significant contributor to minimising the pain points on the customer journey through marketing, quote, sales, underwriting, new business, administration, retention and claims.
- Significant contributor to alliance partner products, including the approval where relevant, of PDS, other marketing material, systems assistance.
- Significant contributor to the preparation, updating or accuracy of internal reports (including sales, marketing, finance, new business, lapse, statistical and Board reports).
- Significant contributor to the whole NobleOak team as a subject matter expert for technical input and support as and when required.

Leadership, Management and Other Stakeholders

- Lead and promote NobleOak products at industry events, plus comparator and aggregator websites
- Lead internal meetings and discussions about product design and pricing changes.
- Manage product-related projects and other stakeholders within the project, whether internal or external, whilst maintaining a positive can-do attitude and culture.
- Conduct product training to internal teams as part of induction and refresher training programs.
- Create mutually acceptable solutions with key internal stakeholders; Marketing, Sales, Underwriting, New Business Admin, Claims, Legal and Finance.
- Collaboratively build relationships and work with external actuaries to achieve our desired objectives; Reinsurers, Alliance partners, Lawyers and other external suppliers, especially product comparators such as Strategic Insights and Rice Warner.

Required Experience & Skills

- Strong understanding of life insurance business and our competitor's products in the direct life insurance market.
- Strong product technical knowledge, including deep understanding of interaction of product terms and conditions, pricing, underwriting and claims in managing overall insurance risk.
- Strong numerical skills and experience with Excel, for the purpose of working with premium rate tables and related calculations for comparisons, projections, modelling and system checking.
- Strong implementation skills, particularly time and project management.
- Good understanding of the legal and compliance environment of the life insurance industry.
- Good ability to interpret and analyse relevant data to diagnose: issues, trends and emerging problems and then raise the appropriate questions.
- Good problem solving capabilities, including lateral thinking, to provide advice and recommended solutions to the issues raised.
- Good communication skills, both written and verbal.
- Positive, team-focused, driven and engaging personality.
- More than 5 years experience in product management/development, ideally in life insurance.



Our Culture

A very important aspect to this role is the responsibility to drive and embed our culture and associated behaviours.

The four key elements of our culture are:

1. Nobility

Stand tall. We value integrity and always do the right thing by our customers and colleagues. We work in a respectful, positive environment that embraces diversity and shuns office politics.

2. Delivery

Own the outcome. We deliver results, not excuses. When we say we're going to do something, we do it. And we take responsibility for the outcome.

3. Simplicity

Play it straight. We don't bamboozle with jargon or hide behind small print. We use simple, clear language and offer 'no surprises' life insurance.

4. Adaptability

Challenge the status quo. We love pushing the boundaries and trying new things, even if success isn't guaranteed. We're continually learning and improving everything we do.

Our values translate to behaviours as follows:

Nobility



1. We are dedicated to our clients and always do the right thing by them.
2. We always act with integrity and respect each other.
3. We act as one team, embracing diversity of people and thought.
4. We all take responsibility for an open and transparent culture, free of silos and politics.
5. We all contribute to making NobleOak a great place to work with a positive environment.
6. We manage our risk environment tightly.

Delivery



1. We deliver results, not excuses.
2. We focus on what we can control, and take responsibility for our results.
3. We work smart, not just hard.
4. We are courageous – we make promises, set targets and deliver.
5. We all lead by example, take initiative and make things happen.
6. We both identify problems and provide solutions – considering the impact to the business.

Simplicity



1. We provide no-surprises life insurance with straightforward processes.
2. We use simple and clear language.
3. We are open and direct with each other and our clients.
4. We take the time with our clients to explain what they need to know.
5. We communicate with our clients regularly and consistently.
6. We provide a better customer journey and an engaging experience for all our clients.

Adaptability



1. We continually learn and improve in everything we do.
2. We celebrate our achievements.
3. We adapt to change to deliver results.
4. We are a challenger that enjoys trying new things.
5. We love new ideas that offer a win to our clients and a win to the company.
6. When we test, we can fail fast and fail cheap – but we always learn.



Our vision is

To better protect Australians and their families, by providing more affordable and accessible life insurance.

At NobleOak we only recruit people who believe in our vision of providing genuine value and great quality service to customers, to ensure they are better protected.