



Role Profile

Product Owner

Who are [Pikl](#)?

We are a specialist insurer serving the needs of the sharing economy. We design new insurance products from the ground-up to enable people to share their assets with confidence.

We are based in a newly designed and outfitted workspace in central Norwich, a city with a deep insurance heritage. We have a skilled and experienced team across a range of disciplines working together to meet the unique needs that the sharing economy presents.

We have created some of the first insurance products worldwide to cater for the sharing economy. We've met the needs of individuals, businesses and platforms across the sharing economy and we're ready to take our digital experience to the next level. Our vision is to build world-class technology that makes it easier for people to participate in the sharing economy by helping them identify and mitigate risks before they happen.

We believe that when people have the confidence to share their assets, the world is a better place with more human connection and less waste. This is an exciting time to be part of a growing Insure-tech.

What is the role?

Following our initial success in the property market, we are scaling operations and growing to meet our customer demand and expand to new markets. We have raised around £9m from investors within the insurance industry and crowdfunding. We are now scaling at pace and require a Product Owner to join the team.

You will report to the Product Manager and have regular access to the CEO, CFO and Senior Leadership Team.

Responsibilities

As a Product Owner you will be responsible for:

- Leading the collection of business requirements from the wider Pikl team and produce detailed functional requirements for the products you are assigned to
- Researching the user journeys and propositions for competitors, insurance partners and potential commercial partners and summarise insights
- Support the Junior Product Owner in completing functional testing detailing the feedback in tickets raised for the technology team
- Produce user acceptance plans and agree resource with internal teams
- Identify opportunities to maximise the value of existing products, seeking feedback from internal colleagues, partners, and customers
- Provide support in the development of project management plans
- Partner with design colleagues to ensure delivered product experiences are easy to use and scalable
- Collaborate with developers to shape solutions and ensure requirements consider technical capabilities
- Monitor key performance metrics that enable the product and design team to understand any areas of improvement in the various user journeys
- Proactively communicate risks, dependencies, and changes to the product delivery to stakeholders
- Engage with partners to capture product development requirements and document them for internal stakeholders to review



- Meeting any regulatory requirements including mandatory annual training
- Providing any support as required by the wider product and design team

What you will bring

- Experience working in a similar role
- Strong experience working closely with internal software engineering teams and designers
- Customer driven, keeping customer at the heart of all you do
- The ability to cope with rapid change and work under own initiative
- Experience of effective stakeholder engagement and management at various levels of the business
- Excellent written and verbal communication skills
- Highly organised and able to meet challenging deadlines
- Proven track record of journey performance analysis and optimisation
- Experience with modern digital product management software such as Jira
- Understanding of change methodology, especially Agile
- Knowledge of UK insurance products and market (desirable but not essential)
- Good understanding of FCA and GDPR requirements (desirable but not essential)
- Experience working within a start-up environment (desirable but not essential)

Why work with us?

- For the opportunity and freedom this role gives to design and create something new
- Flexible working conditions with 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 25 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Salary Band £35,000 to £45,000 FTE based on experience

Our team values

- **Anything's possible** – a strong sense of purpose and self-belief will help you and Pikl grow
- **Respectfulness** - putting yourself in others' shoes goes a long way
- **Think big** - bringing creativity, solutions, positivity and saying 'Yes' is encouraged actively
- **Fearlessness** - finding courage, not feeling afraid to fail helps us create solutions for our customers
- **Community** - there's a real sense of belonging with lots of joy, excitement, and a whole load of fun - we're on a journey and we're smiling throughout the ride
- **Trust** - we create an environment to allow vulnerability-based trust, being open and allowing others to be open whilst being true to yourself

CV's to be emailed to careers@pikl.com