

Role Description

Role Title: Product Owner
Department: Product
Reports to: Product Manager

About the role

You will play a key role in owning, shaping and delivering product enhancements and new digital products. Collaborating closely with engineering teams, designers, business stakeholders, and potentially external third parties to understand requirements and co-ordinate the delivery of enhancements and new solutions. You will continuously review the business needs, refine the delivery priorities, outline deliverables, and identify opportunities and risks.

You will be the key link between the product team and the technology team to ensure that the business requirements are clearly translated into technical requirements. You will also be responsible for ensuring that there is transparency on the progress of delivery and coordinating testing with the wider business as required.

Key Tasks / Responsibilities

- Identify new features and customer journey optimisation opportunities
- Create clear user stories for the technical team to deliver against
- Clarify business requirements for new features or bug fixes and ensure the technology team are kept up to date with any changes
- Support prioritisation decisions providing clarity on the changes being requested

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Product Owner



- Manage the product backlog communicating the prioritisation decisions to the wider business along with progress updates
- Lead the testing of new features and new digital products with the wider business and the technology team
- Support the Product Manager in translating new digital product requirements into clear user stories for the technical team
- Collaborate with development teams to break down complex features into user stories and ensure clear acceptance criteria.
- Alongside the Product Manager, continuously evaluate product performance, gather feedback, and iterate to drive improvement.
- Research the user journeys and propositions for competitors, insurance partners and potential commercial partners and summarise insights
- Continually look to improve the efficiency of the product management process based on learnings and feedback from internal colleagues
- Provide support in the development of project management plans
- Partner with design colleagues to ensure delivered product experiences are easy to use and scalable
- Proactively communicate risks, dependencies, and changes to the product delivery to stakeholders
- Meet any regulatory requirements including mandatory annual training
- Provide any support as required by the wider product and design team

About you

Required

- Experience working in a similar role
- Understanding of change methodology, especially Agile
- Strong experience working closely with software engineering teams and designers
- The ability to cope with rapid change and work under own initiative
- Highly organised and able to meet challenging deadlines
- Experience of effective stakeholder engagement and management
- Excellent written and verbal communication skills

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- Experience with modern digital product management software such as Jira
- Proven track record of journey performance analysis and optimisation
- Customer driven, keeping customer at the heart of all you do

Desirable

- Knowledge of UK insurance products and market
- Good understanding of FCA and GDPR requirements
- Experience working within a start-up environment
- Experience in editing WordPress websites

Why work at Piki

- Flexible working conditions, 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
- Access to wellbeing services
- Training and development opportunities
- Social events

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