

Position Description

Product Lead

October 2020

DEPARTMENT Product and Innovation	REPORTS TO Head of Product and Innovation
EMPLOYMENT TYPE Full time – permanent	DIRECT REPORTS Nil
LOCATION Flexible location and options for work	KEY CONTACT Hannah Vincent Head of Product and Innovation

WHO IS LATROBE?

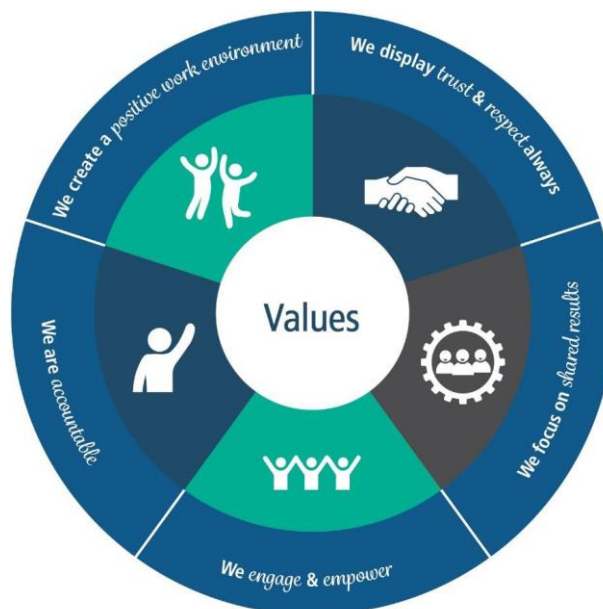
Latrobe Health Services is an Australian-owned not-for-profit registered private health insurer with more than 84,000 members across Australia. We pride ourselves on providing quality cover for our members, and exceptional service when our members need us.

Latrobe's core purpose is to guide and empower our members like a friend, to take control of their health episodes now and in the future.

Our purpose is supported by 5 key values:

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1. *We display trust and respect always*
2. *We focus on shared results*
3. *We engage & empower*
4. *We are accountable*
5. *We create a positive work environment*



POSITION OBJECTIVE

The Product Lead plays a key role in supporting the Head of Product and Innovation to deliver exceptional products and services that supports Latrobe's growth strategy. The position will have a strong strategic focus, leveraging insights from data analytics to support product development, drive an understanding of product performance and lead to the introduction of innovative ideas.

The position will leverage of a detailed understanding of PHI industry, our member needs and Latrobe's strategic aspiration as it relates to target markets and regions to ensure Product and Innovation initiatives are consistent with our value proposition, member promise and target member segments and ultimately lead to attracting and retaining members. This position will demonstrate leadership and have strong relationships with key stakeholders across the organisation, working particularly close with Customer Experience and Marketing Business Development teams.

REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Monitor Latrobe's existing and new products and services to provide insights and recommendations that support decisions regarding future product design and improvements.
- Support the identification of opportunities and innovations associated with future product design, new partnerships and future business strategies.
- Implement processes to capture feedback and ideas from across the business and from aggregators.
- Support the delivery of training that improves product knowledge of frontline staff to support acquisition and retention.
- Drive business analytics that increases awareness and understanding of product performance as it impacts on growth and retention.
- Promote a culture of innovation actively seeking ways to enhance the capability and performance efficiency of Latrobe's products and services.
- Support the Head of Product and Innovation in the delivery of strategic initiatives and associated projects initiatives linked to the achievement of business and strategic plan outcomes.

Leadership teamwork and relationship building

- Model the Latrobe Way values and behaviours in the delivery of individual performance; actively contribute to a constructive, high performing team and organisational culture.
- Develop and maintain relationships with peers and stakeholders across the business, and with external partners.
- Independently prioritise work and appropriately escalate issues impacting either performance and/or the business.
- A capable leader and team member with energy, enthusiasm, creativity and analytical skills - can work autonomously and as part of a team.
- Active participant in Latrobe's broader leadership group.

Accountability and extent of authority

- Provide support and information to the Head of Product and Innovation as requested.
- Actively maintain awareness of all risk and compliance obligations defined through Latrobe's Risk Management Framework.
- Consistently achieve individual goals and objectives and actively lead own growth and achievement planning and implementation.

Position Description



Judgement and decision making

- Interpret and work within organisational policy and procedure and/or legislation applicable to the position.
- Actively offer and implement a course of action and solutions based on evaluation and analysis of numerical and written information focussed on results as they relate to Corporate Services functions.
- Make decisions which are objective and free from undue influence consistent with Latrobe's risk culture and approved strategic priorities and objectives.
- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

KEY SELECTION CRITERIA

Experience skills and knowledge

1. **Demonstrated knowledge, experience and understanding of business systems and processes** including:
 - understanding of the PHI industry and legislation as it applies to product design, member benefits and the Health Sector
 - delivery of strategy, policy and recommendation documents that provide support for achievement of business outcomes
 - data analytics and reporting capabilities, with experience in interpreting and responding to performance data
 - advanced skills in Microsoft suite of products and experience in reporting and dashboard tools
2. **Excellent problem-solving and business analysis skills** including the ability to gain insights that drive improvement and innovation that supports strategic objectives.
3. **Strong leadership, interpersonal and relationship management skills** with a passion for innovation and promoting change (internal and external).
4. **Strong communication and engagement skills** to drive mutually beneficial outcomes with internal and external stakeholders.
5. **Flexible, adaptable, mobile and energised (FAME) mindset:** ability to positively respond and adapt to changes that impact the business environment.

Qualifications/accreditation/licenses

1. Post-secondary qualifications/certification in business, commerce, design and innovation or related field desired. Equivalent experience in a similar position (2+ years) considered.

Mandatory checks

A Victorian Police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.