

Job title

Product Owner – Client Automated Communication

Location

Kings Hill, near West Malling, Kent

Department

Group Product

Who are RDT?

RDT is a focused and successful agile software company. It has been working in the UK insurance market for over 20 years and in this time has been delivering highly innovative software and consulting solutions. RDT prides itself on being a disruptive force in the insurance market and has been at the forefront of many of the pivotal technology innovations. This is still true today as we continue to build industry changing products in our singular quest to Redefine Tomorrow. To find out more about us and what we do click here www.rdt.co.uk.

The Product Owner Role role at RDT

As part of the ongoing innovation and development of our product and to further enhance our service offering to clients and to their customers we are currently looking to invest in our offering around automated communications

We seek an experienced Product Owner, with a specialist background in communications, to assist us with developing the vision and functional elements necessary to deliver the B2C client communications experience product strategy and goals for RDT.

What you'll be doing

You will have the following responsibilities:

- Formulate a strategic Roadmap of B2C client communications experience from email, SMS, live chat and ultimately, Phase 2: Chatbot conversation commerce

Phase 1

- Understand the communications products inside and out, understanding how and why customers use the various options to future develop and enhance our approach
- Develop partnerships with 3rd party platforms such as Document Production, Document Scanning, email & SMS
- Collaborate with internal partners and stakeholders to make your innovative ideas become product realities

- When strategy has been approved, operate within the team as the Product Owner
- Prioritise and deliver results in line with project aims and deliverables for a variety of our existing clients

Phase 2:

- Advise and develop our understanding around the delivery of future capabilities such as AI Chatbots and alternative messaging streams
- Maintain an expert view on relevant marketplaces and new technologies

What we need from you

Qualifications & Experience:

- Certified scrum Product Owner
- Insurance qualifications & experience favourably regarded
- Proven experience of working in Agile teams, preferably as Product Owner

Essential Skills:

- Experience of B2C client communications experience with regards to email, SMS and live chat
- Business Acumen – knowledge about current and future practices, trends and information affecting the industry and organisation
- Ability to make commercially viable decisions
- Ability to assess risk/return – strong analytical, conceptual and problem solving skills along with good reasoning skills
- Planning and implementation – strong planning and project management skills
- Initiate change by leading by example being agile, flexible, innovative and creative
- Time management, manage the time and stress by being well organised
- Excellent interpersonal skills, effective communicator and negotiator

Desirable Skills:

- Chat bot and cognitive communication experience is desirable for Phase 2.

What's in it for you?

You will have the opportunity to help shape the direction and approach of Group Product within RDT. You will work with a strong team delivering high quality software products in a fast paced environment. You will be working with sharp and innovative

people who are dedicated, driven and more than happy to share their knowledge with you. You will be expected to be the best you can be and will be encouraged and supported to achieve this.

Apply now

If you'd like to apply for this role, please click on 'apply for this job' and upload your application. Alternatively please email your CV to HR@rdt.co.uk.