ROLE PROFILE

Senior Manager - Change Product Management

Reports to:	Head of Change Delivery Practices						
Grade:	Senior Manager				**Job Family:**	Change	
Leadership Responsibility:	Direct Reports:	18	Indirect Reports:	69	**Regulatory Information:**	Not Applicable	
Location:	Binley, Coventry & Manchester. Team-led hybrid working arrangements apply.				**Working hours:**	35	
Effective Date:	V1 28/05/2026				**WD Job Code:**	JC_1536	

ABOUT THE ROLE

The Senior Manager - Change Product Management is accountable for defining and leading a Product focused practice dedicated to driving consistency, capability, quality, and continuous improvement across Change Product Managers and Change Product Owners to enable and drive successful delivery of business outcomes aligned to the technology strategy

The team oversees critical aspects of the product lifecycle, acting as the voice of the business and ensuring key outcomes are achieved. Responsibilities include defining scope, supporting business owners with real-time decision-making, eliciting and documenting requirements, and partnering with engineering and other CIDO functions to ensure change is ready for build.

You will leverage your expertise in product analysis to embed best practices and guide your teams to consistently deliver measurable portfolio outcomes, A key focus will be uplifting capability and developing diverse talent to sustain high performance, you will be responsible for establishing clear roles and responsibilities within the change framework and project delivery model, while enabling individuals to take ownership of their development through a structured capability framework.

The role is pivotal in defining the goals and objectives for the Product Community of Practice. You will provide direction and drive performance through coaching, mentoring and exceptional line management.

You will ensure that product development aligns with the delivery strategic goals, maximises business outcomes, and delivers exceptional customer experiences, leveraging modern analytical tools and AI-enabled insights where appropriate.

ABOUT YOU

You will be a strategic thinker with excellent leadership and collaboration skills. You have a customer-centric growth mindset keeping outcomes and benefits at the front of your mind, always advocating for the user while balancing business objective.

You are an expert in translating complex business needs into clear, actionable product strategies and roadmaps. Your influencing and communication skills are outstanding, enabling you to engage and align diverse stakeholders, from executive leadership to delivery teams.

You are adept at making tough resource prioritisation decisions and demonstrating tangible value from product initiatives delivery by your people

You are a natural coach and mentor, passionate about developing product talent and fostering a collaborative environment where innovation thrives.

You are a thought leader in the evolution of product analysis, continuously seeking to improve Product capability by imparting strategic insights to deliver superior product outcomes.

As an experienced people manager, you will hold individuals accountable for their performance and impact, identifying and developing talent and recognising & sharing success
Highly self-aware and emotionally intelligent, you understand your impact on others and take time to understand all colleagues and help them to perform at their best

You will create a culture of continuous improvement. You learn from mistakes and use the experience to change how you and the team respond to similar situations in the future.

You use data to drive decisions and measure success and are adaptable & resilient

REQUIREMENTS:

- Extensive experience in managing complex change initiatives with a proven track record of defining and delivering successful product strategies and roadmaps the deliver successful outcomes
- Demonstrable experience leading product initiatives at a strategic level.
- Exceptional stakeholder management, communication, and influencing skills across all organisational levels.
- Deep understanding of customer-centric design principles and methodologies for gathering and interpreting customer insights.
- Experience of managing, leading and developing high performing individuals that successfully deliver business value and outcomes in a matrix management environment.
- Experience of resource management across change portfolios, with the ability to make challenging prioritisation decision that support portfolios to ensure tangible value from product initiative is realised.
- Experience delivering business outcome as across multiply change frameworks, delivery methodologies and tools
- An advocate for career paths and identifying development opportunities for members of the Change Product Community; with an ability to incubate and grow the talent pool.
- Professional certifications in Change Management, Product Management, or Project Delivery (e.g., Agile, PRINCE2 etc) are desirable.

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	You will: • Be accountable for defining and leading the consistency, capability, quality, performance and continuous improvement of Change Product Managers and Change Product Owners to drive successful delivery of business outcomes aligned to the technology strategy • Coach and develop the Change Product Community to deliver complex business value and outcomes utilising multi change framework, methodologies and tools • Capture and use data to drive decision-making and resource prioritisation that supports portfolios to ensure tangible value from product initiative is realisedLead on the recruitment of Change Product professionals, ensuring recruitment best practices are followed and that diverse talent is recruited • Lead the groups Change Product Community, as a thought leader in the evolution of product analysis, you will leverage your experience, knowledge and network to bring outside in thinking to continuously improve Product capability across the community
People & Relationships	You will: • Lead, coach, and mentor Change Product Managers, fostering their development and ensuring a consistent approach to product management within the delivery teams • Build and maintain strong, collaborative relationships with key portfolio stakeholders to ensure product alignment, people performance and successful delivery.
Governance, Risk & Controls	You will: • Be responsible for measuring the performance of Change Product professionals, defining goals and objectives that drive time, cost and quality improvements in their delivery outcomes • Manage customer/business needs and mitigate risk in line with Society risk frameworks and boundaries, challenge outside area of responsibility where appropriate. • Encourage a culture of escalation and risk identification/resolution. • Ensure that changes implemented result in a positive impact on our business customers and our members.
Impact, Scale & Influence	• Leadership of 16-18 direct reports and up to circa 69 indirect report • Demonstrate strong negotiation and influencing skills. • Act as a trusted advisor to senior leadership, presenting compelling ideas and solutions that drive product growth and innovation.
Decision Making / Problem Solving	You will help the Group Change Portfolios to drive insight and support strategic decision making by generating, analysing, and interpreting data and identifying areas for further investigation and continuous improvement. You will be commercially aware and will ensure that solutions effectively meet the Groups needs.
Comparable Roles	