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| B2B Proposition Manager (Nest Connect) |
| B2B Proposition |
| Nest Experience |
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**Organisational Overview**

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| Nest is a great government delivery success story. Established in 2010, Nest has been a critical pillar of the government’s automatic enrolment programme, with a public service obligation (PSO) to accept any employer wishing to use the scheme to discharge their automatic enrolment duties. From a standing start, we have delivered a high quality, low cost pension scheme, open to all, which has not only delivered on its mission, but helped to drive up standards and best practice across the industry. Now with over 12 million members, Nest is playing a critical role in helping people save for their retirement many of them low to moderate earners who may be saving for the first time and moving jobs frequently. Nest now occupies a place in the market as a major Master Trust, a sector that has grown following the introduction of automatic enrolment and that we believe has great potential for delivering pensions to mass market consumers for many years to come, leveraging scale to offer low cost, modernised services in the context of strong Trustee governance. To best serve our diverse customer base, it’s important that Nest has an equally diverse workforce and promotes an inclusive culture. This is in line with the organisation’s values and ensures that Nest is a corporation fit for the future. |

# The role

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| The role will work with colleagues across B2B, NX and the wider business to manage existing and develop new Connector propositions |

# Scope and deliverables

## Accountability

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| * Delivery of pre-identified new strategic Connector propositions, currently in their early definition phase
* Delivery of regulatory required new Connector propositions
* Seeking and using market, customer, financial and operational insights to inform proposition changes and development
* Building unique and sustainable value propositions for Nest Connectors
* Creating a wide network of stakeholders to ensure a broad range of inputs inform proposition design from the outset and throughout delivery, launch and optimisation
* Managing new propositions to agreed KPIs and reporting accordingly
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## Deliverables

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| * Lead the work to deliver strategic propositions in line with the Nest Customer Strategy
* Own end to end Proposition Design, Development, Delivery, Launch and In-life Optimisation
* Own responsibility for propositions KPIs
* Development and delivery of clear, compelling and unique value propositions for our employers and Connectors, with a clear fit with Nest’s purpose, values and member needs
* Work to identify the right ‘build, partner, buy’ blend to delivering complex propositions
* Refresh the commercial cases and gain buy-in for proposition KPIs
* Create the network of stakeholders required to successfully deliver, launch and run new strategic propositions
* Manage the in-life performance of the proposition(s), making the case for adjustments
* Perform constant market, customer, financial and operational insights to spot new opportunities or threats for Nest and its Connector propositions
* Lead and take part in ideation and prioritisation processes to ensure the right initiatives rise to the top, including business cases, securing sign-offs etc.
* Ensure consistent best practice in proposition development, delivery, launch and optimisation
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## Relationships and autonomy

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| The role will report to Head of B2B Propositions. Will be expected to work closely with the Customer Value Management, Key Account Management and Experience teams on development and delivery of Propositions. |

# Role requirements

## Experience and technical skills

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| * Experience of identifying, developing, delivering, launching and managing complex and compelling consumer propositions
* Experience of workplace or personal pensions and wider consumer financial services
* The role requires experience in delivering large projects as part of a team and working collaboratively across multiple directorates
* Experience of constructing robust business cases for change
* Being able to demonstrate experience in data led methodology and customer-led design
* Ability to work with existing research and commission new research as required
* Ability to build effective relationships with both internal and external stakeholders at all levels, and influence outcomes, potentially including Partners, Suppliers and Regulatory bodies
* Keeps up to date with developments in the wider Nest community
* There may be a requirement to lead and motivate direct and indirect reports to ensure successful delivery of the propositions
* Outstanding interpersonal and communication capabilities, including excellent writing skills and experience drafting complex documents and reports
* Organisational skills and a track record of working in a project-based environment
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## Personal attributes

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| * Able to spot patterns, opportunities and threats in market, customer, financial and operational insights
* Able to communicate proposition concepts to balance both creativity and practicality of deliverability and compelling outcomes
* The ability to quickly grasp new/complex concepts and assimilate large volumes of information
* Excellent time management skills and the ability to work to very tight deadlines
* Very strong written and verbal communication skills
* The ability to see the bigger picture as well as grasp the detail
* Able to forge good relationships across the organisation
* Motivated and resilient to achieve the best quality and results
* Empathetic and aligned to Nest’s values and purpose
* A strong leader with the ability to motivate and support cross-functional project teams, even during periods of high pressure
* Open to new ideas and to challenge from both within the team and from the wider organisation; but with sufficient external experience to challenge the status quo
* An exceptional communicator and influencer with good presentation and listening skills
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