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| **Position Title** | Product Analyst |
| **Department / Branch** | Member Value Proposition |
| **Reporting Relationships** | Senior Manager Member Value Proposition |
| **Supervisory Responsibilities** | Nil |
| **Classificiation** | Award |
| **Effective date** | May 2024 |

**Objective of the Role**

The role is responsible for contributing to the achievement of an optimised portfolio through competitive products and a compelling value proposition.

Supporting the management and optimisation of our Deposit, Lending, Insurance and Foreign Exchange product portfolio, while focussing on portfolio management, risk management, contuinous improvement, member experience and service management.

**General Responsibilities of Role**

The responsibilities of this role include but are not limited to the below:

* Contributing to the development and achievement of portfolio growth and revenue targets
* Identification and implementation of opportunities to improve portfolio performance
* Maintaining expert knowledge of industry/market trends and competitor products
* Development of interest rate and fee recommendations, including financial modelling and detailed analysis based on internal and external factors
* Preparation of reports and submissions for consideration by pricing and other internal committees with a high degree of accuracy
* Efficient implementation of new product developments and changes managing impacts through the organisation
* Representing the Product team on key projects and initiatives and taking on / leading key work items with the support of your leader
* Ensuring product materials and sales practices are compliant with applicable laws, industry codes of practice, best practice guidelines and the Credit Union’s internal policies
* Ensuring products are managed in a manner consistent with the Credit Union’s risk appetite – proactively managing risks and issues
* Identification of new product opportunities and enhancements to existing products
* Maintenance and optimisation of product related policies, procedures and forms
* Implementation of agreed projects and initiatives with a focus on quality and member experience
* Providing a high level of support to sales and support staff on all product related matters
* Development and delivery of appropriate tools and guidelines for frontline sales and support staff
* Actively participating in performance and development to support a high performing culture supporting the execution of strategic objectives in line with Credit Union SA’s values.

**Other Job Related Information**

The role requires taking ownership of day to day operational processes and ensure a high level of compliance with policy, procedures and legislative requirements as well as working on Product related projects and leading pieces of work.

Success will rely on working collaboratively and contributing to a supportive and high performance environment.

**Key Selection Criteria**

**Essential:**

* Intermediate Excel skills including data analysis and strong financial numeracy
* Positive, proactive and results focused attitude and behaviour
* A high level of accuracy and attention to detail as recommendations can materially impact the Credit Union’s performance
* High level of energy and enthusiasm, with a passion for excellence
* Highly developed verbal and written communication skills
* Ability to build relationships with a broad range of stakeholders
* The ability to solve complex business problems and find optimal solutions
* The ability to break down work into sizeable chunks to deliver on outcomes and meet deadlines
* Demonstrated ability to work collaboratively to achieve positive change
* Microsoft Office proficiency
* Communication, Listening & Questioning Skills
* Problem Solving Skills
* Time Management Skills
* Attention to detail
* Degree in Business, Finance, Economics, Law or similar

**Desirable:**

* Experience in Financial Services, Product Management, Law, Risk, Finance or Economics
* Experience and knowledge of banking laws and regulations