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| Retirement Proposition Manager (interim)  |
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| Nest Experience |
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# Organisational overview

Nest is a great government delivery success story. Established in 2010, Nest has been a critical pillar of the government’s automatic enrolment pension programme, with a public service obligation to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

Now with over 13 million members, our award-winning pension fund is tailored to members’ requirements by combining extensive research and an expert understanding of their needs. First-class investment practice and governance are the backbone of our organisation. We invest responsibly and sustainably and are always transparent about the choices we make.

Many of our members are now reaching the stage or close to an age where they will be reliant on pension savings built up over their working lives to support them in Retirement, we are cognisant that this requires a significant level of support from us. 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. It is both a privilege and a responsibility to help each of our members achieve the retirement they want.

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.

# Departmental/Directorate overview

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| The Nest Experience directorate is responsible for developing and evolving the propositions for our customers, for the service and experience that they enjoy and working with our delivery partners to ensure their data and assets are kept safe. This includes: * Definition of our customer strategies
* Developing, maintaining and evolving our customer value propositions (including Retirements)
* The brand and marketing of Nest to our customers
* The design of the service experience our customers enjoy across all channels
* Working with our partner, TCS, to deliver a service that delights our customers and keeps their data and assets safe
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# The role

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| The Retirement Proposition manager is a full-time (interim) role reporting into the Head of Retirement |

# Scope and deliverables

## Accountability

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| The role will work with colleagues across NX and the wider business to define, deliver and manage the retirement proposition. In particular, the role will be accountable for: * Using the relevant customer, commercial and market insight, define how Nest’s Retirement Proposition should be developed, managed and evolved
* Monitoring the performance of the retirement products and services, spotting opportunities to improve the overall effectiveness and success of the overall retirements proposition
* Monitor the regulatory changes, assess the impact on Nest and trigger suitable changes to ensure regulatory compliance at all times.
* Close working and collaboration with colleagues across Nest, likely to span all major functions, ensuring the retirement needs of its member are well understood and acted upon appropriately
* Responsibility for ensuring all internal governance gateways are met/fulfilled for any new development within the retirement space.
* Accountable for achievement of relevant retirement proposition KPIs / CSFs
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## Deliverables

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| Retirement Proposition * Using relevant customer, market and commercial insight, develop and maintain the retirement value proposition
* Undertake an annual assessment of the retirement proposition
* Lead workstreams to develop and design the implementation of new products and services to maintain a proposition that anticipates and meets members’ needs
* Bring together the relevant data points (business case, market sizing, customer segmentation) to make the case for new or adapting existing products and services
* Work with Nest Invest to deliver appropriate investment fund(s) for members to use once they are ‘in retirement’ (partially or fully retired).
* Work with Investment colleagues on the design and implementation of future Retirements products and services

Retirement support and guidance* Ensure members have been given appropriate and timely information to enable them to make informed choices about their own retirement plans and actions.
* Identify potential opportunities to develop, maintain and evolve tools and services to support our members needs and challenges, and the wider market context
* Identify potential opportunities to develop, maintain and evolve our retirement support proposition to reflect our growing understanding of our members’ needs and challenges, and the wider market context
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## Relationships and autonomy

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| * Reports to the Head of Retirement
* Builds effective relationships with both internal and external stakeholders (such as solution providers, governmental and regulatory bodies, professional services firms)
* Works with all major functions within Nest (Customer Experience, Brand, Delivery, Service, Legal, Risk & Compliance, Finance, Commercial, Data & Analytics, Customer insight etc.)
* Works with scheme outsource service provider (TCS)
* Leads and motivates indirect reports to ensure successful delivery of the propositions
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# Role requirements

## Experience and technical skills

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| The successful candidate will be able to demonstrate the following experience and technical skills:* Proposition management of retirement products or similar propositions.
* Delivery of large projects as part of a team and working collaboratively across multiple directorates
* Experience of preparing and presenting material to Board level and for regulatory bodies
* Constructing robust business cases
* An deep understanding of the UK DC pensions market.
* Experience within a retirement discipline either from an administration, research or consulting background is ideal.
* Being able to demonstrate experience in data led methodology
* Ability to work with existing research and commission new research as and when required
* Outstanding interpersonal and communication capabilities, including excellent writing skills and experience drafting complex documents and reports

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## Personal attributes

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| The role will require someone with the following attributes:* 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
* Great commercial 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
* A strong manager with the ability to motivate and support collaborative 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

**Education, qualification and professional membership requirements*** The candidate is likely to be degree educated but the right experience and skills are more important than educational achievements

**Differentiators*** Someone with a good grasp of both technical and proposition elements of the retirement market who can “own” the retirement proposition and work through others to make the required changes to the product/proposition/investment etc.
* Strong product, regulatory and human centric design knowledge of the retirement market.
* Can demonstrate having used a research led approach (internal or external) to drive out clear change priorities, evidence having driven delivery of key initiatives and measured their success.
* Understands the dynamics of managing a product / proposition and has been specifically involved in activities focussed on helping customers understand the retirement issues, particularly of the underserved UK population.
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