



Head of Retirement Propositions

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 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.

Directorate overview

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
- 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

The role

This role will be responsible for the development, delivery and management of Nest's end to end member retirement solutions, focusing on the needs of its diverse member base. The role will:

Scope and deliverables

Key areas	Role deliverables
Accountability	<ul style="list-style-type: none">• Overall accountability for the end-to-end retirement proposition offered to our members, including:• 360 degree value proposition definition, development and management across all key features and levers (product, service, experience, pricing etc.)• All related governance requirements, including with internal and external stakeholders such as DWP, Nest Board etc.
Deliverables	<ul style="list-style-type: none">• Creating and sustaining the ongoing strategy for Nest's retirement proposition• Creating and maintaining an in-depth understanding of customer needs, competitor products/landscape, financial markets, regulatory concerns and pressures and use this to inform strategic direction for the retirement proposition• Leading a team and driving for high performance• Development and delivery across all aspects of the existing and new retirements solutions, from the technical product, to the experience and member engagement, pricing and service, in a manner that best serves the diverse nature of Nest's membership• Representing Nest at relevant industry forums and events• Leading on annual planning process for Nest's retirement solution• Business case development to make the case for change• Setting and monitoring of KPIs to measure the effectiveness and success of Nest's retirement solutions
Relationships and autonomy	<ul style="list-style-type: none">• Reports to the Director of Member Proposition• This is a senior role within the organisation and has significant impact and stakeholder management.• Partner with Nest Directors and contribute to senior leadership forums (I.e. CEO, ExCo and the Board)

Role requirements

Experience and technical skills

The employee will be able to demonstrate the following experience and technical skills:

- Extensive experience at Head of (or equivalent) in development of member propositions (preferably including pensions and specifically retirement solutions) in either FS, Utilities or Retail
- Significant and successful team leadership experience, with a demonstrated ability to hire, grow and motivate a high-performing team
- Substantial knowledge and experience of financial services, the pensions industry and operating in a regulated environment
- The ability to lead teams to deliver major complex change to increase efficiency and improved outcomes
- Deep experience in matrix structures, stakeholder management, with the ability to influence, inspire and motivate change
- Strong experience using a range of data and inputs to form value propositions
- Extensive experience of leading from a customer-centric approach, particularly for very large and diverse customer bases

Personal attributes required

The role will require someone with the following personal attributes:

- A visionary strategic leader, capable of motivating and inspiring teams, with the confidence and gravitas to be regarded as a trusted advisor to senior colleagues
- Naturally, passionate about customers and continually seeking new ways to understand and anticipate their needs
- Equally passionate about high performing teams and providing continuous sources of motivation and inspiration and fostering a team culture of accountability and collaboration
- Excellent communication and influencing skills, with the ability to engage stakeholders at all levels.
- Strong commercial acumen and decision-making abilities.
- Capable of leading through periods of change