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| Innovation Discovery Manager |
| B2B & Member Propositions |
| Next 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 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

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| The Innovation Discovery Manager will be responsible for helping Nest identify and explore new opportunities for innovation that could provide future sources of success for it. This role helps to shape Nest’s future by leading the discovery and exploration of emerging trends, technologies, and solutions that if developed, will improve the value it offers to its customers. It will ensure Nest is always connected to the future and anticipating what will delight its customers in years to come.  You will work closely with the Member Proposition Director, B2B Proposition Director, as well as key stakeholders across Nest, to ensure innovation opportunities are identified, evaluated and aligned with the organisation’s purpose and goals. You will also play a critical role in fostering a culture of innovation within the team and wider organisation, ensuring ideas are welcomed and really great ones flourish |

# Scope and deliverables

## Accountability

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| * The role reports directly to the Member Propositions Director but serves all customer segment * It is a solus function that is accountable for identifying Nest’s future sources of success through innovation which could take numerous formats – new products and services, improved processes, benefits from deployment of emerging and nascent tech * It performs research and discovery, creates and maintains a pipeline of potential innovation options, collaborates widely and fosters a culture of innovation * It makes the case for using ‘seed funding’ for PoCs |

## Deliverables

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| **Research & Discovery:**   * Conduct high level, rapid market research to identify disruptive trends and innovative opportunities across agreed sectors and technologies * Engage with internal and external sources, including partners, innovation incubators, and industry forums, to stay abreast of the latest innovation developments that could have application to Nest * Collaborate with internal teams to gather customer feedback and behavioural data that can inform the innovation topics worth exploring further * With the Propositions Directors, agree the next topic for discovery and early evaluation   **Innovation Pipeline Management:**   * Use a range of facilitation techniques to drive the development of ideas, bringing in a diverse range of minds to perform initial idea identification, expansion and evaluation * Build and manage a pipeline of potential innovation opportunities, ensuring they align with customer needs, regulatory requirements, and business goals. * Prioritise and champion the most promising ideas, leading the development of initial rapid business cases and potential proof-of-concept projects.   **Concept Testing & Validation:**   * Secure approval to move to concept testing and validation phase, including resource and budget allocation * With the relevant internal team(s), assist with the design, development, and execution of proof-of-concept initiatives to test and validate new ideas, working closely with cross-functional teams. * Assist with rapid prototyping, piloting, and experimentation to test innovations, ensuring learnings are captured and insights used to inform future decision-making. * Build feedback loops into all innovation projects, ensuring continuous improvement and iteration.   **Collaboration & Stakeholder Engagement:**   * Work closely with the Member and B2B Proposition Directors, and other senior leaders to ensure innovation efforts are aligned with Nest’s strategic objectives. * Partner with external thought leaders, industry bodies, technology vendors, and research institutions to bring in cutting-edge thinking and external innovation perspectives. * Communicate innovation priorities, opportunities, and progress to the wider organisation, fostering a culture of creativity and experimentation.   **Thought Leadership & Advocacy:**   * Serve as an internal thought leader on innovation, helping to build a mindset of creativity and experimentation within the Member Propositions team and across Nest. * Champion a test-and-learn approach, encouraging teams to embrace innovative ways of working and take calculated risks. * Share findings and case studies with internal stakeholders to inspire new ideas and approaches to member propositions and services. |

## Relationships and autonomy

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| * This is a solus role that leads innovation thought leadership and best practice for Nest * As a consequence, it is likely to work with a wide variety of internal stakeholders as it encourages diversity of thinking and ideas but also makes confidence cases up to ExCo and the Board for innovation PoCs and potential scaling * The role takes direction from the Proposition Directors but can take ‘requests in’ from other areas of the business to facilitation innovation in their area * It will interact with a wide variety of external partners, think-tanks, innovation incubators etc. and so must represent Nest appropriately |

# Role requirements

## Experience and technical skills

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| * Proven experience in innovation discovery management or a similar role, ideally within Consumer Services sectors * Strong background in discovering, evaluating, and implementing emerging technologies, trends, and innovative business models. * Very strong collaboration and facilitation skills, drawing on a range of techniques to draw out the best ideas * Experience leading proof-of-concept projects, from ideation through to testing, validation, and commercialisation. * Excellent research skills with the ability to synthesise market, customer, and technological insights into actionable opportunities. * Strong project management and organisational skills, with the ability to manage multiple initiatives in parallel. * Familiarity with agile methodologies, rapid prototyping, and experimentation approaches is highly desirable. * A track record of stakeholder management and the ability to communicate and collaborate effectively with cross-functional team * Well-connected with existing innovation incubators, think tanks etc. |

## Personal attributes

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| * As a solus function, the role holder must have ability for self-drive and motivation and able to lead and demonstrate subject matter expertise * Highly creative and curious, with a passion for discovering new ideas and making them a reality. * Analytical and data-driven, with a strong commercial mindset. * Able to thrive in a fast-paced, ambiguous environment and comfortable with taking calculated risks. * Strong communication, facilitation and presentation skills, with the ability to influence and inspire others at all levels of the organisation. * Collaborative team player, able to build strong relationships across a wide range of stakeholders. |

## Differentiators

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## Working pattern

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| Whilst the role is expected to be a permanent, full time role, five days a weeks, 9-17.30, conducted hybrid with 1-3 days a week (or more when necessary) in the office, flexible working requests will be considered |

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