Broker Experience Owner

Context

Are you passionate about understanding market trends, investigating user needs and optimizing software products accordingly? Do you enjoy working with a variety of stakeholders to ensure an exceptional experience for the users of software products? Then this is the job for you! As a Broker Experience Owner, you'll play a key role in defining and realizing innovative solutions that meet the needs of our customers and other stakeholders, and that respond to market trends!

Objective of the function

Analyze and summarize market trends and user requirements, in order to adapt the software product gamma of Portima, with a strong focus on the Brio product gamma (Brio is Portima's Broker Management System). Define and assist in implementing product features that address needs of users and other stakeholders, while taking into account various constraints, and this in collaboration with both internal and external stakeholders.

In practice

- Interact with users of our various software products, as well as other external stakeholders such as broker federations, third party software solution providers integrating with our solutions, insurance companies, … in order to understand which requirements they have to improve or extend the current software and it's integration in the wider eco-system of software solutions of the broker insurance market. Translate these requirements into functional features, balancing different interests and objectives.

- Coordinate and collaborate with the various internal stakeholders, both market facing and IT development (such as functional/technical analysts and UX/UI designer) when defining functional features, to ensure external stakeholder needs are met, while taking into account feasibility within the existing software product.

- Document features into user stories and review them thoroughly with the IT development teams, to prepare their implementation and testing by internal teams. Obtain the necessary feedback and validation of the solutions developed through proof of concepts

or pilots with early adopter user groups.

- Assist in the planning and communication of rolling out new features in the market to different user groups, ensuring the new solutions are well understood, adopted and contribute to the user needs.

Must-Have Qualifications

- Minimum 3 years relevant work experience in the insurance sector.
- Strong affinity with business stakeholders (such as users, broker federations, third party software providers, insurance companies) and ability to interact closely with IT development teams at Portima.
- Analytical mindset to structure and break down complex problems into clearly scoped work items.
- Language – Fluent in FR/NL and good knowledge in EN.

Nice-to-Have Qualifications

- Knowledge of Agile processes and principles
- Prior experience using Jira
- Experience at insurance brokers, insurance companies or Insurtech providers
- Knowledge of Portima's Broker Management System (BMS) Brio is a clear plus

Soft skills

- Team player who is humble, pro-active and people-smart
- Outstanding communication and presentation skills
- Excellent organizational and time management skills
- Creative thinker and attention to details

Portima

Portima is a **fintech** company. We provide digital solutions and IT services to the community of independent insurance brokers, insurance companies and to the customers of **the brokers. Portima is a customer & product-oriented organization with full-scale agile scrum adoption.**

Our mission is the following: By offering digital, secure and innovative solutions, as partner of the brokers and the insurance companies, Portima increases your productivity and sparks customer delight.

Working @Portima means:

- Being part of a fintech company
- Participating in all Agile scrum ceremonies (Product Increments/Sprint planning, PI/Sprint demo, Daily Stand up,…)
- Evolving in a company that values empowerment and continuous learning (licenses to the best learning platforms on the market)
- Having fun within a strong team and with all the Portimates through many activities organized by our Happiness Team
- Working in a flexible way with 2 days at the office and 3 days a week in remote

Plus, you will be able to evolve in a dynamic company that offers a very attractive salary package with cafeteria plan, group and hospitalization insurance, meal vouchers, and access to numerous training platforms