

Job Spec Code: LP06

Job Title: Product Development Analyst – British Gas Energy

Scene setter:

British Gas Energy is undergoing an exciting period of change. We're evolving to become a truly purpose-led organisation, helping millions of customers to live more sustainably, simply, and affordably. We truly believe that we have a huge role to play in helping the nation to cut carbon emissions and prepare for a net zero future, and it's a role we are immensely proud of.

Customer Product & Propositions is an exciting team at the heart of our business – driving growth by creating innovative solutions which only we can offer, treating our customers fairly and ensuring our projects are professionally delivered.

The Energy Customer Product & Proposition team is responsible for ensuring we have energy propositions that delight, retain and grow our customer base. This is achieved by developing a detailed understanding of the target customer, the competitive market and the drivers of value, whilst utilising this insight to create new innovative energy propositions. The team is also responsible for delivering new energy products into market – creating an exceptional customer experience via the management of virtual delivery teams including marketing, customer operations and digital.

Our business area wants to support and mentor the leadership placement candidate to develop the following skills:

- Understanding of bringing energy propositions into market & measuring their success
- Developing commercial understanding and customer centricity
- Problem solving and collaboration skills, to balance the needs of the customer v's the commercials
- Understanding best practice around our product launches.

Overview of role:

The role will support delivery of the propositions portfolio to grow our customer base. We do this by ensuring the portfolio meets customers' needs and drives sales & retention. There will be the opportunity to own, deliver & monitor key products & activities within our portfolio. The role requires working closely with colleagues across the business to take these propositions to market.

This is a key opportunity to join the British Gas Energy Commercial Proposition Team. In this role you will use data and insight to inform and manage our energy product portfolio and will report into a Product Development Manager. You'll support in the delivery of the product and proposition portfolio that delights, retains and grows our customer base through effective product management and the delivery of new propositions.

Attributes we need:

- Change delivery and deployment experience
- Strong planning, risk, and issues management skills
- Readily demonstrates a growth mindset and adaptability
- Relationship builder - strong team player who encourages co-operation, mutual trust, and open communication
- Excellent stakeholder management, able to collaborate well with internal and external colleagues across geographical locations
- Effective networking & influencing skills. Ability to negotiate effectively with internal staff and external service providers
- Consistently meet deadline and completes task promptly
- Strong presentation, communication, and written skills – ability to articulate a compelling argument, verbally and on paper
- Applies appropriate techniques to analyse data, generate insights
- Can identify opportunities to make data management efficiency improvements
- Translate business requirements into accurate data briefs
- Someone who will actively challenge status quo to deliver better outcomes
- Effective horizon scanning ability to identify emerging risks and opportunities

From Centrica's Core Capabilities, we're also looking for the following:

- Customer Focus
- Simplicity
- Commerciality
- Prioritisation
- Challenge and Support
- Relationship building

Key accountabilities during placement:

- Understand the market and customer needs
- Reviewing the market & competitor offers
- Working with pricing to understand the commerciality of pricing products
- Project managing the launch of new products into the market
- Monitoring KPI's and performance of products
- Identifying new opportunities

Essential and Desirable:

Essential:

- An availability date to begin placement from Monday 30th September

- For military individuals:
 - 4 years+ leadership experience
 - A Service Leaver undertaking resettlement – or within 24 months of leaving the Forces and still eligible for CTP support

Desirable:

- Experience in managing projects and/or project management practices (Agile, Prince2, APMP)
- Degree educated or equivalent
- For athletes - coaching experience – high performance

Career potential beyond placement:

Further commercial opportunities in our business areas, such as Partnerships or Pricing

Location of Placement:	Placement Salary	Length of Placement
The role is hybrid with occasional office travel For this role, the office location is normally Windsor	Between £43,000 - £53,000 depending on experience	9 months

Useful web links:

[Centrica | Home](#)

[Energy | Gas & Electricity Supplier - British Gas](#)