



Roles and Responsibilities | Chief Strategy & New Product Officer



Role

- Responsible for defining the **long-term new product development strategy** for Three and shaping the product roadmap, including beyond connectivity. Drives innovation by assessing **key market trends**, **integrating technical, data, and digital** elements, and consolidating a **unified vision across different Tribes** to deliver **competitive**, market-driven solutions that ensure sustained growth and industry leadership.

Responsibilities

Strategy & New Product Scope

- Contribute to creation and development of overall company strategy and growth plans**, spanning all areas (B2B, B2C, retail, service, network, tech, etc.,)
- Anticipate and analyse **market trends** to inform **strategic decisions** and ensure the company remains competitive
- Work closely with the CEO and other executives to **identify growth opportunities and evaluate market trends**
- Collaborate with the sales team and analyse marketplace insights to **ensure product offerings are optimised**
- Work with segment and product tribes** to gain deep insights into customer segmentation, behaviours, and needs, using these insights to inform the development of new products and services
- Oversee **the development and launch of new products and services**, ensuring they align with the company's strategic goals and market needs
- Manage the **entire lifecycle of new products**, from ideation to market introduction and post-launch performance evaluation
- Collaborate with the Chief Technology & Innovation Officer** on the development of new products, ensuring market fit and customer centricity
- Assist with the development and implementation the company's **strategic plan**
- Keep updated of trends and changes** in the business environment to inform strategic decisions
- Develop and maintain relationships** with key stakeholders and partners
- Represent the company** with clients, investors, and business partners
- Negotiate with stakeholders and **identify business deals**
- Develop and implement **risk mitigation strategies** to safeguard the company's interests and ensure sustainable growth

Shape priorities and create momentum

- Act as a subject matter expert** in resolving complex challenges
- Manage stakeholder expectations** with confidence, keeping everyone aligned and inspired
- Facilitate collaboration with other experts**, including external strategic partners, to ensure the highest level of competence in product offering

Lead with heart and empower your people

- Lead, inspire, engage, manage and motivate team members** to achieve excellence in their roles
- Build a culture** of trust, energy, and synchrony where people feel inspired to deliver their best
- Work collaboratively** between the internal business departments and delivery teams
- Be a role model for servant leadership**, showing how great leaders enable others to shine
- Acts as a key member of organisations leadership** community, role models company behaviours

Required skills and characteristics



Mindsets and behaviours (dependent on Three culture vision)

- Architect:** You think big, act boldly, and empower teams to adapt in a fast-changing world
- Visionary:** You create a clear, shared purpose that inspires everyone to move forward with confidence and unity
- Catalyst:** You energise and engage people to unleash their full potential



Domain expertise (Tribe specific)

- You're **confident leading in your domain** and open to quickly sharpening your expertise as needed
- Strong networking, negotiation, and influencing abilities to **manage diverse stakeholders on behalf of Strategy & New Product**
- Ongoing **knowledge of key industry trends** and risks



Performance orientation

- Performance and outcome driven**, "can do" attitude
- You have the **commercial acumen and creativity** to solve challenges and spot opportunities
- Excellent prioritisation and decision-making **capabilities under pressure** and within tight timelines
- Ability to think **strategically and innovatively**, bringing an **outside perspective** to the organisation



Servant leadership and collaboration

- Collaboration is your superpower**—you know how to align diverse perspectives to create win-win solutions
- You're a **clear, inspiring communicator** who motivates others with your energy and vision
- Skilled in coaching and mentoring** team members on performance, standards, and methodologies