

Proxy Product Owner – MyBroker / Brio Mobile

Context

We are looking for a Proxy Product Owner to join the MyBroker/Brio Mobile squad. You will play a key role in shaping the future of MyBroker and Brio Mobile, two of our digital applications.

You'll collaborate closely with other Product Owners, UX/UI designers, insurance brokers and technical squads to ensure our mobile and web solutions meet the evolving needs of brokers and end clients, leveraging modern technology such as AI

Your mission

As Proxy Product Owner, you'll be the voice of the user and the market within the agile team. You will help define and translate the product vision into actionable features and improvements for both MyBroker and Brio Mobile.

In practice, you will:

- Help define and refine the product vision and roadmap based on user insights, business priorities, and market trends.
- Analyze customer needs, pain points, and data to turn them into clear, actionable product requirements.
- Build and manage the product backlog: write features and user stories, prioritize based on value and feasibility, and ensure alignment with strategic goals.
- Help the squad organize, prepare, and run a continuous cycle of pre-refinement and refinement meetings to prepare for the next product increment.
- Collaborate closely with design and development teams to deliver high-quality, user-centered features.
- Assess how AI can further improve the customer experience.
- Facilitate agile ceremonies (refinement, sprint planning, demo) alongside the agile ambassador.
- Monitor progress, delivery and impact, ensuring timelines, quality, and measurable user value.
- Act as a bridge between business, brokers, end users and development teams, aligning stakeholders on priorities and trade-offs.
- Support release communication, collect user feedback, and use insights to continuously improve the product and processes.

- Follow up on incidents, maintenance tasks, and compliance requirements where relevant.

Must-Have

- Minimum 3 years of relevant work experience in an Agile development team.
- In-depth knowledge of Agile processes and principles
- Analytical and integrative mindset
- Outstanding communication and presentation skills
- Excellent organizational and time management skills
- Sharp analytical and problem-solving skills
- Creative, detail-oriented problem solver.
- Ability to manage priorities and deliver results with autonomy.
- Bilingual (FR/NL) with knowledge of English.

Nice-to-Have

- Prior experience using Jira
- Previous working experience as a Product Owner or project manager
- Experience in Insurance Sector or Customer facing applications
- Familiarity with mobile app development and user experience principles

Soft Skills

- Strong organizational and communication skills.
- Collaborative, solution-oriented mindset.
- A team player who is humble, proactive, and empathetic.
- Natural mediator who bridges business and technical perspectives

Products

- **MyBroker**
 - MyBroker.be is the digital bridge between insurance brokers and their clients. With a web platform (React) and native iOS and Android apps, it provides a secure, 24/7 customer zone for all insurance needs.
 - Through MyBroker, clients can access all their insurance documents in one place, no need for multiple portal logins. The platform seamlessly connects to various insurance company portals.
 - Clients can easily report claims, sign documents digitally, request car tariffications, notify administrative changes, and contact their broker directly. The platform simplifies administrative processes and enhances transparency between brokers and customers.

- **Brio Mobile**
 - Brio Mobile is the essential app for busy insurance brokers on the move. Available for iOS and Android, it gives Brio users secure, anytime access to client data and insurance files. While Brio is built for the office, Brio Mobile is optimized for client visits, after-hours work, and on-site claims support.
 - Brokers can quickly search and view client details, contracts, and claims, as well as perform small admin tasks like updating contact info, adding new prospects or signing documents. They can also take and upload photos of documents or damage directly to the correct policyholder and context, making fieldwork faster and more efficient.
 - Developed as a companion to Brio's full customer management system, Brio Mobile allows brokers to deliver the same personalized service, wherever their work takes them.

About us

Portima is an insurtech company providing digital solutions to insurance brokers, insurance companies, and their customers.

We are fully agile, organized around tribes (Connectivity, Brio, MyBroker), and driven by four key values: Empowerment, Continuous learning (growth), Transparency & Collaboration.

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,...)
- 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