

Product Owner Internal Business Applications

Purpose of the role

We are looking for a Product Owner to take ownership of the Supporting Apps product portfolio. You will work closely with a team of experienced developers and analysts and will be the single point of accountability for what the team builds, in which order, and why.

This role is created as part of an evolution of how we organise our delivery teams. Where the team was previously led by a chapter lead with a strong technical hand on the backlog, we now want to separate value ownership from technical leadership and entrust a dedicated PO with the product and business knowledge side. Technical direction will be handled jointly with the senior engineers in the team.

The portfolio is broad and connects many parts of Portima. You will need to be comfortable navigating multiple internal stakeholder groups, prioritising under constraints, and balancing run-the-business work with structural modernisation.

Key Responsibilities

Product ownership

- Own the product vision and roadmap for the supporting applications portfolio, in alignment with the broader Portima strategy. This also means a deep understanding of the underlying business processes.
- Build, maintain, and prioritise the team's backlog across multiple applications and stakeholder groups.
- Translate stakeholder needs into clear, well-refined user stories and features, with explicit acceptance criteria.

Stakeholder management

- Be the primary point of contact for internal stakeholders across Sales, Admin, Accountancy, Marketing, Broker Contact Center and Delivery teams.
- Run regular alignment sessions, demos, and roadmap reviews; bring transparency on trade-offs.
- Manage dependencies with neighbouring teams (delivery tribe, platform, security) and external partners.

Delivery & agile cadence

- Drive the team's agile rituals (refinement, planning, review, retrospective) in a scaled-agile setup organised around quarterly Product Increments.
- Define and protect a balanced mix of new value, maintenance, and modernisation in each increment.
- Ensure that the team continues to deliver predictable maintenance & support capacity to the business while progressing the modernisation roadmap.

Modernisation & evolution

- Take co-ownership, with engineering leads, of the gradual modernisation of the portfolio (legacy components, integrations, data flows, reporting stack).
- Identify opportunities for simplification, automation, and AI-assisted productivity in internal processes supported by the team.
- Contribute to compliance and security readiness of the portfolio, working with the relevant chapters.

What we are looking for

- Solid experience as a Product Owner, Product Manager, or Business Analyst with PO accountabilities, ideally on internal or B2B applications.
- Demonstrated ability to manage a heterogeneous backlog across several applications and stakeholder groups simultaneously.
- Comfortable working in a scaled agile environment with quarterly planning cycles.
- Strong stakeholder management skills: able to listen, structure needs, push back constructively, and bring decisions to closure.
- Good technical literacy: not expected to code, but able to engage seriously with engineers, understand data flows, integrations, and trade-offs.
- Excellent written and verbal communication in French AND English; ability to read technical documentation in both languages.
- Dutch is a strong plus given our bilingual context.

Nice-to-have

- Exposure to internal IT product management: master data, billing/invoicing flows, internal reporting, identity management.
- Experience accompanying a team through the modernisation of a legacy portfolio.
- Familiarity with e-invoicing and accounting integration topics.

- Awareness of regulatory frameworks relevant to financial services IT (such as ISO 27001, DORA, NIS2, or SOC 2).
- Experience with AI-assisted productivity in a delivery context.
- Background in or familiarity with the insurance sector.

About 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.

We are a well-established Belgian company in the insurance sector. Our flagship product is a SaaS platform used by insurance brokers, backed by over 20 years of success and a highly efficient, robust codebase built primarily in .NET.

We are currently in a strategic phase of innovation, integrating Artificial Intelligence to revolutionize how our users interact with our platform. To achieve this, we are building an ecosystem of Python microservices that communicate with our core system via APIs, and we are looking to expand our AI team to accelerate this journey.

Behind those broker-facing platforms, a portfolio of internal business applications keeps Portima itself running: customer and contract master data, billing and invoicing flows, internal reporting, identity management for our customers, and the day-to-day tools used by our Sales, Admin, Accountancy, Broker Contact Center teams. This portfolio is the responsibility of our Supporting Apps team. The Supporting Apps team is part of the delivery organization, and projects managed by Delivery teams mostly also imply strong integration with Supporting Apps-managed systems and applications.

Why Join Us

- A meaningful role in a company that has been a trusted technology partner of the Belgian insurance sector for decades.
- A genuinely broad scope: your portfolio touches many of Portima's internal value chains.
- A team of experienced engineers and analysts, with deep functional knowledge of our internal processes.
- Real autonomy to shape the role: you are the first dedicated PO on this portfolio.

Working @Portima means:

- Being part of a fintech company
- Evolving in a company that values empowerment and continuous learning
- 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 attractive salary package with cafeteria plan, group and hospitalization insurance, meal vouchers, and access to numerous training platforms.